

Ipsos MORI



Valuing Diversity Survey

A research report for Portsmouth City
Council

25 September 2009

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Introduction

Background and objectives

Portsmouth City Council undertakes a face-to-face household survey every two years to consult with local residents. The survey, of around 1,000 residents, provides a robust snapshot of public opinion towards a range of council services, issues and priorities in the city. However, the residents' survey identifies too few people from certain communities to provide statistically significant information about these communities.

This report presents the findings of the Valuing Diversity Survey carried out among residents of Portsmouth who belong to specific equality strands, which tend to be less represented than other groups in residents' surveys. These include:

- People with different sexual orientations;
- People from different cultures and ethnic backgrounds;
- People who have different religions or beliefs;
- People who have a disability; and
- Younger people and older people.

We also aimed to include a balance of respondents of different genders¹.

Methodology

After using a similar approach in the 2001/02 Black and Minority Ethnic (BME) Community Survey, Portsmouth City Council decided to use members of the above equality strands as field interviewers for their communities. A final total of 22 interviewers were recruited by the Council, with Ipsos MORI running two training sessions for interviewers in April 2009 in advance of fieldwork.

The field interviewers distributed self-completion questionnaires to residents using a variety of methods, for example by standing in local shops, attending local community events, using community group membership lists, or approaching friends and family. While the questionnaires were designed for self completion, the field interviewers were on hand to offer

guidance and assistance to residents. Field interviewers were paid by Portsmouth City Council for each questionnaire returned to Ipsos MORI. Each interviewer was required to keep in regular contact with the council to check progress.

The questionnaire was designed by Portsmouth City Council and Ipsos MORI in partnership with local community groups. It was designed to investigate perceptions of the local area and of public services, as well as issues specific to the equality strands targeted, including language need and experience of discrimination.

The fieldwork stage of the survey was initially planned to take place from 27 April to 24 July 2009. This was extended until 25 August in order to allow more surveys to be returned. By 25 August 2009, 478 completed questionnaires had been received by Ipsos MORI. The questionnaire and marked-up findings are included in Appendix 1.

Statistical reliability

This survey has not been undertaken in a “conventional” way that would allow it to be statistically representative of the various minority communities in Portsmouth. Although field interviewers were requested during the training sessions to approach a balanced range of residents in terms of age, gender, tenure and work status, Ipsos MORI did not directly control the fieldwork nor control which residents were given surveys to complete. In addition, the results were not weighted to make respondents representative of the characteristics of the various equality strands because the only available data on the profiles of many of these communities is the 2001 Census, which was known to have insufficient or inaccurate data on many of the communities that have taken part in this survey.

The overall sample size of 478 provides a wealth of information and allows the disaggregation of results by certain communities. **However, due to the small sample sizes for each individual equality strand the data should be interpreted cautiously, with findings being indicative rather than representative of the communities involved.** In this report, only findings for strands from which more than 30 responses were received are mentioned.

Throughout the report we also make reference to the results for “all respondents”. However, due to the nature of the survey respondents, this total should not be considered as

¹ The original scope of the survey included transgender residents. However, due to the low response from transgender residents the final data does not allow us to effectively analyse findings by this equality strand.

representative or indicative of all residents in Portsmouth. Instead they are presented to give context to the findings for other equality strands.

For all of these reasons, the findings should be treated with some caution. It is not possible to say that these findings are statistically significant in the same way as can be done when random probability sampling has been used. Rather, the findings can be said to give a broad indication of the views of residents not interviewed, and we therefore refer in this report to “respondents” from each strand rather than “residents”.

Comparisons with other research

Where possible, this report uses findings from the 2008/09 Portsmouth Place Survey to add context to the Valuing Diversity Survey results. However, direct comparisons between the two surveys should be treated cautiously due to the methodological differences between them.

Acknowledgements

We are very grateful to Amanda McGuire and her colleagues at Portsmouth City Council for their help and support during this research. We also acknowledge with thanks the work and help of the field interviewers:

- | | | |
|---------------------|-----------------|---|
| Sandra Charles | Lynne Rigby | Mary Breeze |
| Valentina Zakharova | Nikki Ridley | Catherine Smith |
| Amirun Nessa | Liz Gladman | Annie Aust |
| Valeriya Cooper | Alicja Powell | John Hargreaves |
| Ritesh Patel | Carol Ho | Sue Middleton |
| Katie Tuttiett | Alex Pun | Staff at the Ethnix Young Women’s Group |
| Ashraf Sultana | Faustin Muyembe | |
| Fleur Dubois | Scott Deacon | |

Publication of the data

As Portsmouth City Council has commissioned Ipsos MORI to undertake an independent piece of research, it is important to protect the Council’s interests by ensuring that it is accurately reflected in any press release or publication of the findings. As part of our standard terms and conditions, the publication of the findings of this report is therefore subject to the advanced approval of Ipsos MORI.

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September 2009*

*Checked &
Approved:*

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Summary of findings

Public services and priorities in Portsmouth

Generally speaking, few respondents *disagree* that the various public services inquired about in the Valuing Diversity Survey respond well to the needs of different groups. However, Black respondents tend to be more negative than Asian respondents about whether certain services respond well, including Hampshire Constabulary, education services, housing/Council tax benefit, community centres and support groups for different cultures and ethnic backgrounds. For education and housing services, this difference in perception may be reflecting the fact that Asian respondents are greater users of these services than Black respondents – Ipsos MORI consistently finds that those with more exposure to services tend to be more positive about them. Polish respondents are also less positive than other White respondents and than Black and Minority Ethnic (BME) respondents about GPs, the Council housing service and Housing Association homes responding well to different groups.

Looking at respondents' priorities for public services, the top priorities are **ensuring safety, tackling discrimination, providing affordable homes** and **ensuring welcoming, easy to get to, easy to use services**. Respondents with disabilities and older respondents place a greater emphasis than other respondents on improving public transport and while the latter also see making Portsmouth cleaner and greener as a priority. Those answering from BME backgrounds prioritise tackling discrimination.

In terms of respondents' personal priorities, being fit and healthy is particularly important to both older respondents and Lesbian, Gay, Bisexual and Transgender (LGBT) respondents compared to others answering the survey. Muslim respondents tend to prioritise living in an area with no discrimination while those answering from Eastern European backgrounds say their top priorities are having a good job and having a place of their own to live. Women answering the survey are particularly likely to place living in a safe area as a priority.

Community safety

Overall, Muslim respondents are more negative about the various aspects of community safety examined in the survey than Christian respondents. Perhaps related to this, Asian respondents are also generally more negative than White respondents.

LGBT respondents and the Black residents surveyed are more likely to feel safe than unsafe after dark. However, respondents from Muslim communities are more likely to feel *unsafe* than Christian respondents and Asian respondents are more likely to feel unsafe than White

respondents. Women answering the survey are also less likely to feel safe than male respondents.

When thinking about whether crime has gone up or down in the last two years, perceptions are most negative among Muslim and Asian respondents. By contrast, respondents originating from Eastern Europe and Black respondents are especially likely to say that they do not know.

Concerns about the various anti-social behaviours examined in the Valuing Diversity Survey are highest among Bangladeshi and Muslim respondents, which may explain their poorer perceptions of crime and safety generally.

Those most likely to say racial or other hate crime is a problem locally are Muslim respondents and younger respondents.

Access to employment and services

Older respondents (aged 65+) are most likely to say discrimination against them would make it difficult to apply for a job in Portsmouth. Polish and Black respondents are most likely to say that concerns about discrimination due to ethnicity would make it difficult.

Looking at reasons outside of discrimination that would make it difficult applying for a job, Muslim respondents are more likely than Christian respondents to say that lack of experience and lack of qualifications would make it difficult to apply for a job. Polish respondents are most likely to say difficulty understanding English would make it difficult. They are also most likely to say they need help filling out application forms.

Turning to use of public services, younger respondents (aged 16-24), Black respondents and LGBT respondents would particularly like to make use of sports/leisure facilities that they currently do not use. BME respondents are more likely than White respondents to want more access to training, as well as grants for improvement. Polish respondents are most likely to want to make greater use of housing services.

The most preferred way of contacting public services for information is via a website for LGBT respondents, by email for younger respondents (those aged 16-24) and in person for Muslim respondents. Looking at differences between ethnic groups, BME respondents are more likely to prefer contact by telephone than White respondents while Polish respondents are most likely to want contact in person, or through someone else.

Discrimination

Muslim respondents and younger respondents (aged 16-24) are most likely to say **listening to different communities** is important to stop discrimination. Respondents with a disability are especially likely to rate **identifying what stops people from using the service and making it easier to use** as important. Finally, LGBT and younger respondents are most likely to think **measuring how good or bad the service is at stopping discrimination** is important.

Employing people from diverse communities is particularly important for Polish respondents. Polish respondents are also most likely to think it is important to **make sure that Language Line is available**.

Feelings of having been discriminated against by public services are highest among Muslim respondents and BME respondents. Of those respondents who have felt discriminated against, this is most likely in the form of **generally unfriendly behaviour, rude comments or behaviour, not really listening to respondents or not being sensitive to respondents' individual needs**.

Among those respondents who have felt discriminated against, but *did not* report this, the top reasons for this are **feeling it would not do any good, being afraid of future problems with the service** and **not knowing who to report it to**.

Community involvement

BME respondents are more likely to think they can help shape decisions made about their local area than White respondents, while the respondents originating from Eastern European are most likely to *disagree* with this. Eastern European respondents, along with younger respondents are also most likely to disagree that they are given the chance to comment on public services in their area.

BME respondents are however more likely to *disagree* that people from different backgrounds get on well together in the local area than White respondents. Among all the survey respondents that disagree with that people from different backgrounds get along, the most common reasons for this are **people not mixing together, people holding prejudiced views** and **a lack of respect and concern for other people**.

The majority of respondents do not know who their local Councillor is, with Polish respondents, younger respondents and Black respondents being least likely to know. Among those who do know who their local Councillor is, respondents aged 65 and over are

most likely to have asked for help, advice or support from them. BME respondents are less likely to have asked for support than White respondents.

Looking exclusively at the respondents who have not asked their local Councillor for help, advice or support, the main reasons given for this are that **they have not needed to, were not aware that they could contact them or did not know how to contact them.**

Supporting others

The respondents least likely to have given any unpaid help in the past year are Polish respondents.

Of those respondents that do have caring responsibilities, this is generally for less than 25 hours per week.

Public services and priorities in Portsmouth

This section looks at survey respondents' perceptions of various public services in Portsmouth and priorities for the future, in terms of:

- Whether they respond well to the needs of different groups;
- The actions most needed to improve quality of life; and
- Respondents' personal priorities for the future.

Responding to the needs of different groups

Generally speaking, few respondents *disagree* that the various public services inquired about in the Valuing Diversity Survey respond well to the needs of different groups. Disagreement is highest for public transport services, where a quarter of respondents (24%) disagree that services respond well, and the Police, where one fifth of respondents (20%) disagree.

Looking at attitudinal differences, the respondents that think Portsmouth City Council does not respond well to the needs of different groups are more likely to think this about the other public services examined.

Portsmouth City Council

Asian respondents are most likely to agree that the Council responds well to the needs of different groups (62% agree), while Polish respondents are least likely to agree (38%), with over four in ten Polish respondents (45%) saying they do not know.

Responding to the needs of different groups: Portsmouth City Council

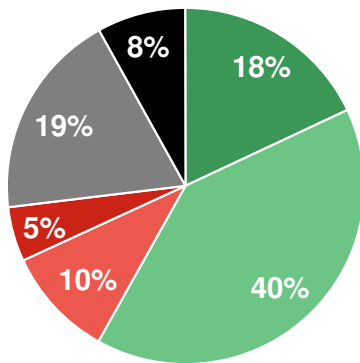
Q Public services in Portsmouth aim to celebrate different communities in the city and work together so that everyone feels included. How much do you agree or disagree that **Portsmouth City Council** responds well to the needs of different groups?

■ % Definitely agree
■ % Tend to disagree

■ % Tend to agree
■ % Definitely disagree

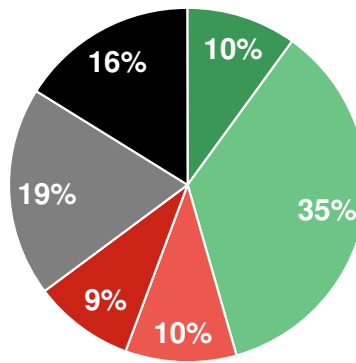
■ % Don't know
■ % Not stated

All respondents



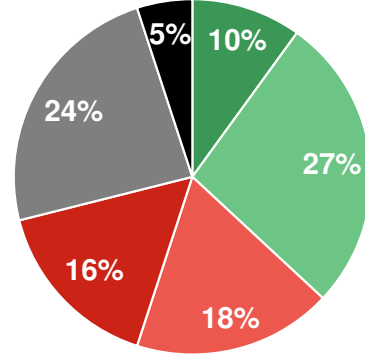
Agree: 46%

Asian respondents



Agree: 46%

Black respondents



Agree: 38%

Ipsos MORI Base: All respondents (478); Asian respondents (68); Black respondents (96)



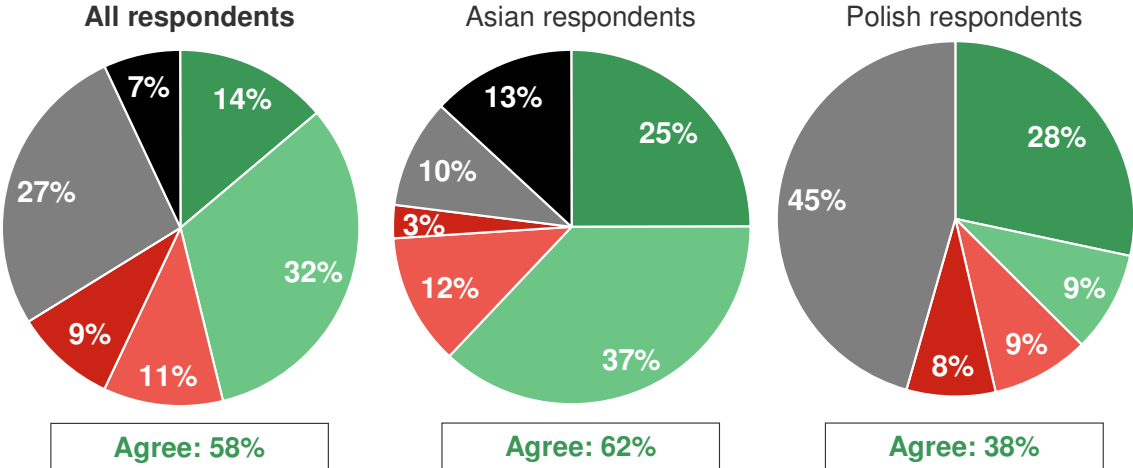
Hampshire Constabulary

Those answering from Black communities are most likely to disagree that the Police in Portsmouth respond well to the needs of different groups – 33% disagree compared to 19% of Asian respondents and 13% of White respondents.

Responding to the needs of different groups: Hampshire Constabulary

Q Public services in Portsmouth aim to celebrate different communities in the city and work together so that everyone feels included. How much do you agree or disagree that **Hampshire Constabulary** responds well to the needs of different groups?

- % Definitely agree
- % Tend to agree
- % Don't know
- % Tend to disagree
- % Definitely disagree
- % Not stated



Ipsos MORI Base: All respondents (478)



Education services

Asian respondents tend to be more positive than Black respondents about pre-schools (69% versus 40%), primary schools (82% versus 43%) and secondary schools (62% versus 42%), with more saying they agree these services respond well to the needs of different groups. However, this difference in perception may be due to Asian respondents being more likely to use the various education services examined than Black respondents (78% of Asian respondents use or benefit from any of the education services examined, compared to 42% of Black respondents) – Ipsos MORI consistently finds that those with more exposure to services tend to be more positive about them.

Black respondents are more likely to *disagree* that adult learning services and out of school activities respond well than Asian respondents (18% versus 6% for adult learning services and 17% versus 4% for out of school activities).

**Responding to the needs of different groups:
Education services**

Q Public services in Portsmouth aim to celebrate different communities in the city and work together so that everyone feels included. How much do you agree or disagree that the services below respond well to the needs of different groups?



Ipsos MORI Base: All respondents (478)

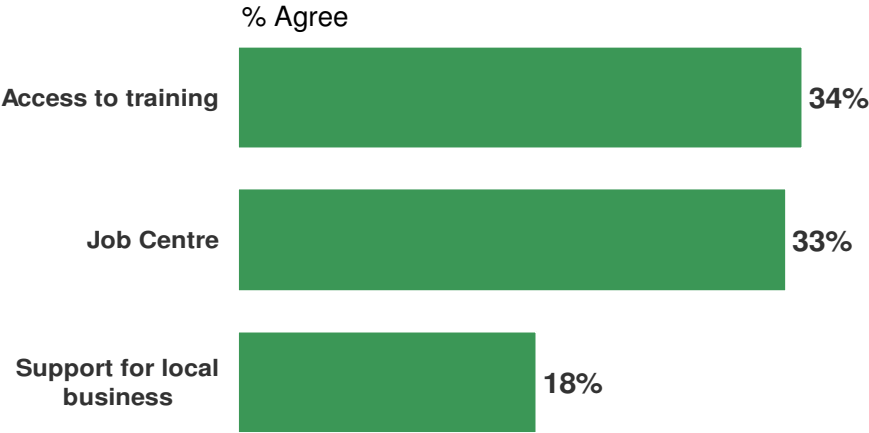


Employment services

Younger respondents (those aged 16-24) tend to agree more than those aged over 25 that the Job Centre responds well to different groups (49% agree, versus 34% of respondents aged 25-64).

**Responding to the needs of different groups:
Employment services**

Q Public services in Portsmouth aim to celebrate different communities in the city and work together so that everyone feels included. How much do you agree or disagree that the services below respond well to the needs of different groups?



Ipsos MORI Base: All respondents (478)

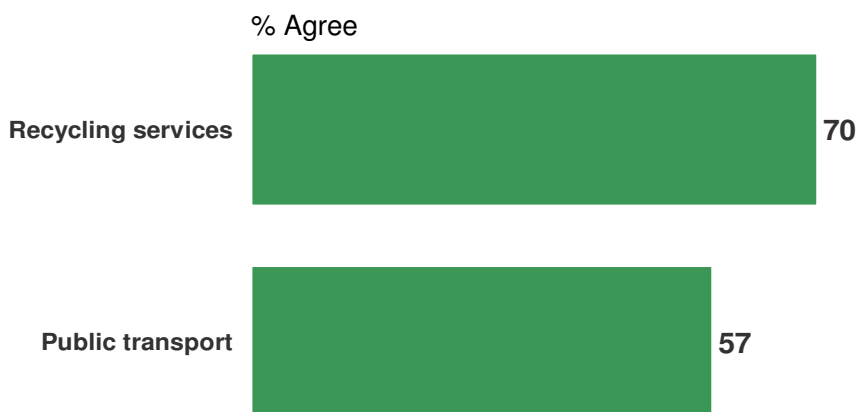


Environment and transport services

Older respondents tend to be least positive about transport services, with just 44% of respondents aged 65 and over agreeing that public transport responds well to the needs of different groups, compared to 60% of those aged 25-64. Respondents with a physical or sensory disability are also less positive, with 43% agreeing, versus 59% of respondents without a disability. Eastern European respondents are also more negative about transport, with 30% of Eastern European respondents *disagreeing*, compared to 17% and 15% of Black and Asian respondents respectively.

Responding to the needs of different groups: Environment and transport services

- Q Public services in Portsmouth aim to celebrate different communities in the city and work together so that everyone feels included. How much do you agree or disagree that the services below respond well to the needs of different groups?



Ipsos MORI Base: All respondents (478)



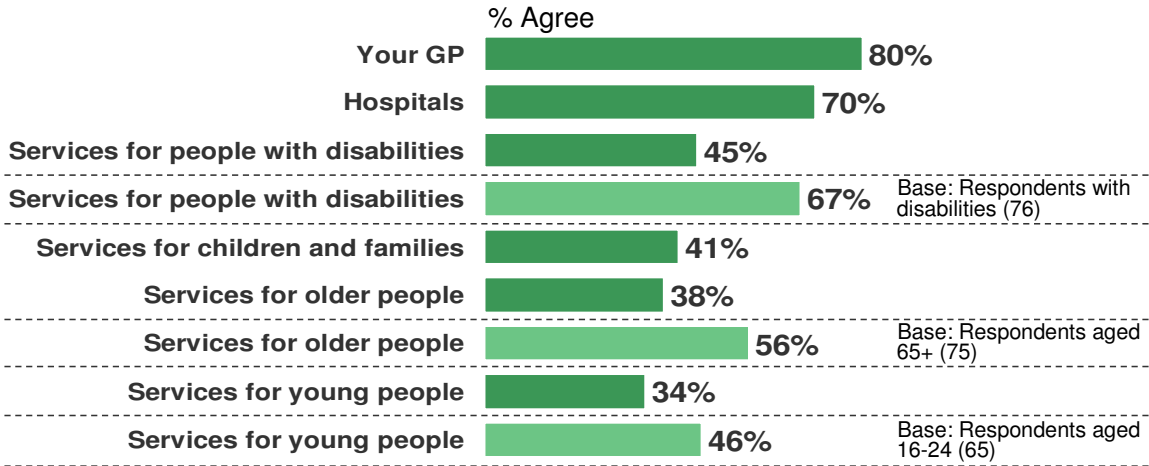
Health and social care services

Polish respondents are most likely to disagree that GPs respond well to the needs of different groups – one quarter of Polish respondents (25%) disagree, compared to 12% of all White respondents and 9% of BME respondents.

When asked about the health and social care services targeted at older people and people with disabilities, the majority of respondents from those equality strands agree these services respond well to the needs of different groups – 56% of respondents aged 65+ think services for older people respond well, while 67% of those answering with disabilities think services for people with disabilities respond well. However, just 46% of younger respondents (aged 16-24) think services for younger people respond well, with 25% *disagreeing*.

Responding to the needs of different groups: Health and social care services

Q Public services in Portsmouth aim to celebrate different communities in the city and work together so that everyone feels included. How much do you agree or disagree that the services below respond well to the needs of different groups?



Ipsos MORI Base: All respondents (478) unless otherwise stated



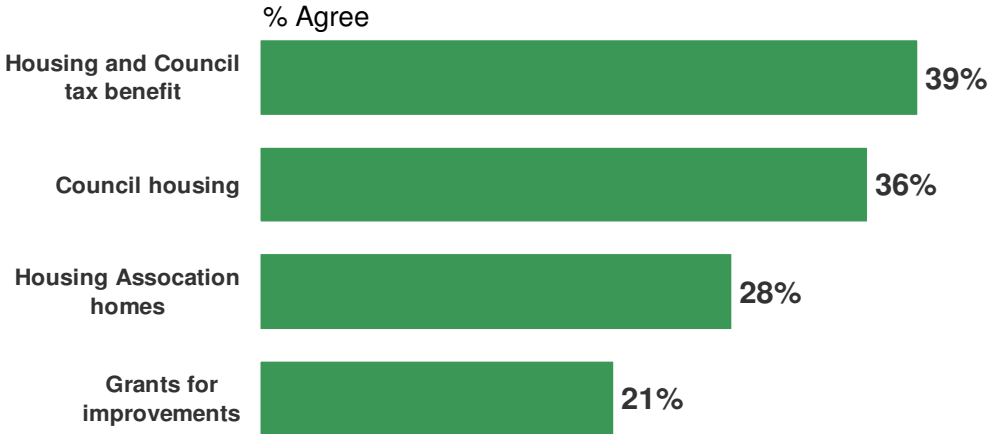
Housing services

Those answering from Polish backgrounds are more negative than White respondents overall about the Council housing service (28% disagree this responds well to different groups, versus 15% of all White respondents), and Housing Association homes (23% disagree, versus 13% of all White respondents).

When considering when housing or Council tax benefit responds well to different groups, Black respondents are less positive than those answering from an Asian background (40% agree, compared to 57% of Asian respondents). However, this may once more be reflecting the fact that Asian respondents are more likely to have accessed housing or Council tax benefit than Black respondents (40% versus 16%).

Responding to the needs of different groups: Housing services

Q Public services in Portsmouth aim to celebrate different communities in the city and work together so that everyone feels included. How much do you agree or disagree that the services below respond well to the needs of different groups?



Ipsos MORI Base: All respondents (478)

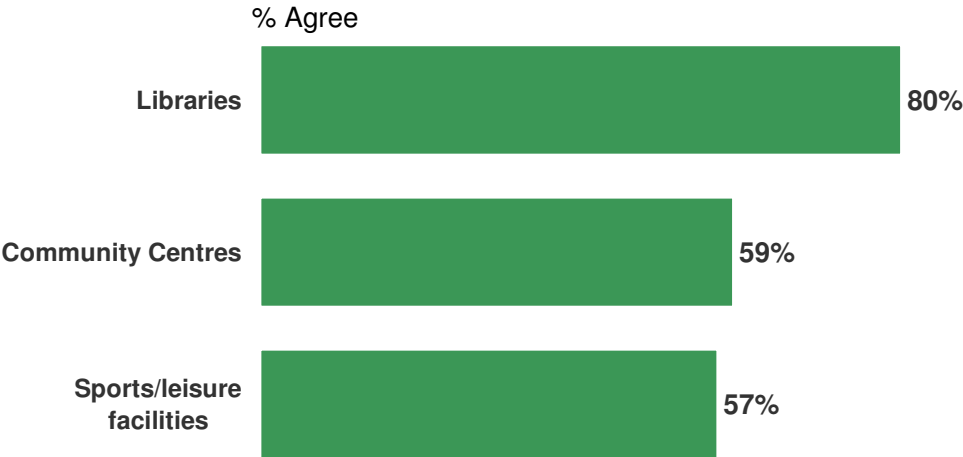


Leisure and cultural services

When asked about leisure and cultural services, Black respondents are again less positive than Asian respondents about community centres responding well to different groups' needs (just 59% agree, compared to 79% of Asian respondents). Black respondents are however less likely to say they use or benefit from community centres than those answering from Asian backgrounds (44% versus 22%).

**Responding to the needs of different groups:
Leisure and cultural services**

Q Public services in Portsmouth aim to celebrate different communities in the city and work together so that everyone feels included. How much do you agree or disagree that the services below respond well to the needs of different groups?



Ipsos MORI Base: All respondents (478)



Community advice and support groups

Looking at support groups for different cultures or ethnic backgrounds, although 39% of Black respondents agree these respond well to the needs of different groups, a similar proportion disagree (41%). By comparison, two thirds (66%) of Asian respondents agree, while just 19% disagree.

Responding to the needs of different groups: Community advice and support groups

Q Public services in Portsmouth aim to celebrate different communities in the city and work together so that everyone feels included. How much do you agree or disagree that the services below respond well to the needs of different groups?

Community advice and support groups for...		% Agree	Base
Different cultures or ethnic backgrounds	BME	49%	197
	Eastern European	41%	74
People with disabilities	With disabilities	59%	76
Younger and older people	Aged 16-24	51%	65
	+Aged 65	44%	75
People of different religions or beliefs	Muslim	46%	57
	Non-Christian	42%	92
People with different sexual orientations	LGBT	41%	54

Ipsos MORI Base: All respondents from relevant equality strands

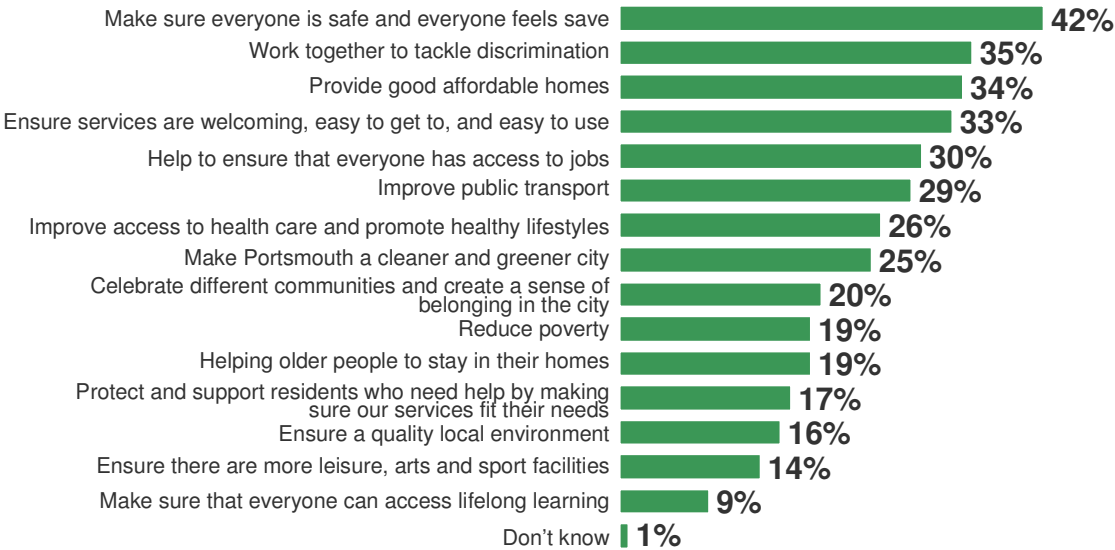


Priorities for public services

The top priorities for those answering the Valuing Diversity Survey are **ensuring safety** (42%), **tackling discrimination** (35%), **providing affordable homes** (34%) and **ensuring welcoming, easy to get to, easy to use services** (33%).

Priorities for public services

Q Which three or four actions below do you think are the most important things services need to do to improve the quality of life for everyone in Portsmouth?



Ipsos MORI Base: All respondents (478)



Possibly linked to their less positive attitude to transport services responding to the needs of different groups, **improving public transport** is a higher priority for older respondents (47% of those aged 65+, compared to 28% of respondents aged 25-64) and respondents with a disability (41%, compared to 26% of those without a disability). Older respondents are also more likely to prioritise **making Portsmouth cleaner and greener**, with 40% saying this, compared to 22% of respondents aged 25-64.

Over half (56%) of those answering from BME backgrounds prioritise **working together to tackle discrimination**, compared to 19% of White respondents. Black respondents are also more likely than Asian respondents to prioritise **celebrating different communities and creating a sense of belonging in the city** (42% versus 22%).

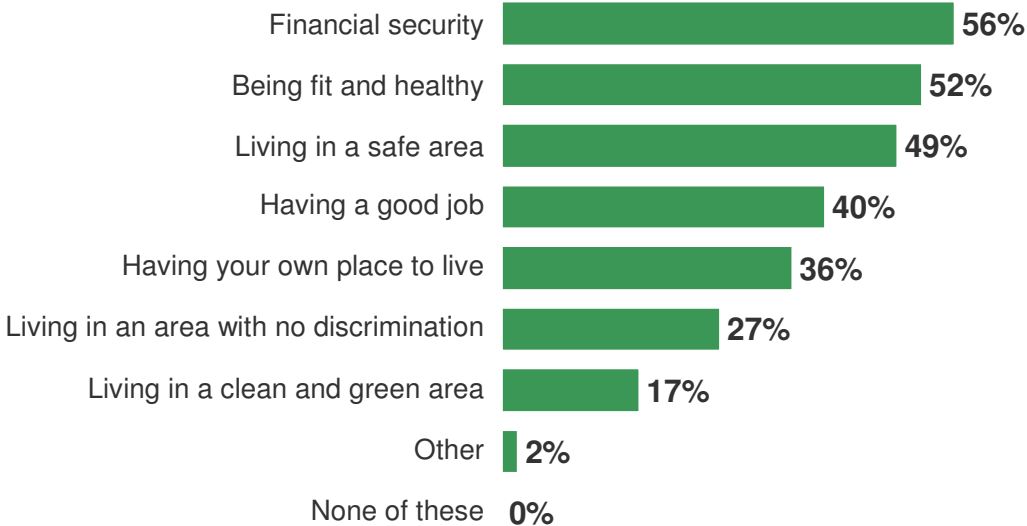
Personal priorities for the future

The top personal priority for respondents overall is **financial security** (56%). However, **being fit and healthy** ranks highest among older respondents (72%, compared to 51% of respondents aged 25-64) and among LGBT respondents (70%, compared to 48% of heterosexual respondents). Muslim respondents tend to prioritise **living in an area with no discrimination** more than Christian respondents (47% versus 24%) and this is a high priority for BME respondents generally (41%, versus 15% of White respondents). In contrast, for those answering from Eastern European backgrounds, the top priorities are **having a good job** (74%, versus 36% of all White respondents) and **having their own place to live** (72%, versus 43% of all White respondents).

Female respondents tend to place **living in a safe area** as a higher priority than male respondents (54% versus 41%), perhaps reflecting their less positive attitude to community safety, as noted in the *Community safety* section of this report. Older people are also more likely to rate this as a priority (61%, compared to 48% of respondents aged 25-64).

Personal priorities for the future

Q Which two or three, if any of these, are your main priorities for the future?



Ipsos MORI Base: All respondents (478)



Community safety

This section looks at how survey respondents view their local area, specifically in terms of the following factors:

- How safe respondents feel after dark;
- The level of crime; and
- The level of anti-social behaviour.

Safety in the local area

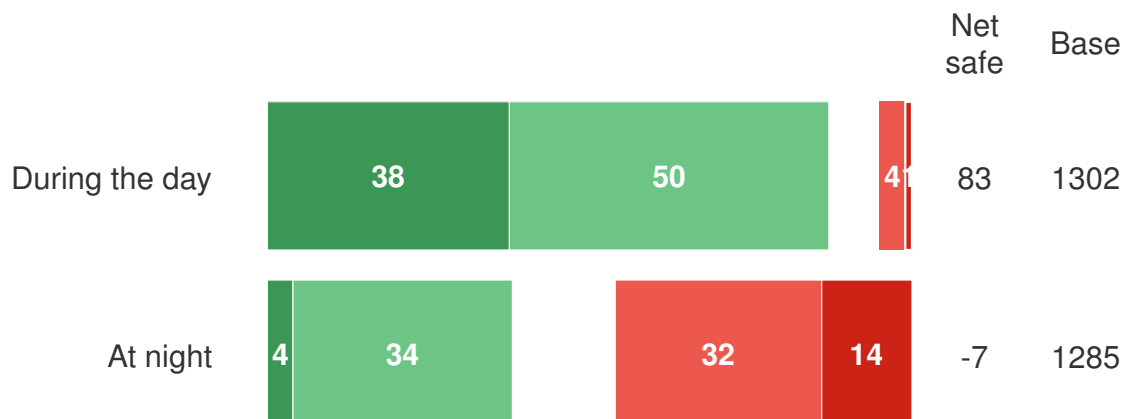
The Valuing Diversity Survey asked respondents how safe they would feel in their local area after dark. Looking at the contextual data provided by the Portsmouth City Council 2008/09 Place Survey, we can see that people in Portsmouth are generally twice as likely to feel safe outdoors during the day (87%) than after dark (39%).

Almost half of Portsmouth residents (45%) feel *unsafe* after nightfall. This is above Ipsos MORI's Place Survey norm for unitary/metropolitan authorities (37%). It is also above the average for all areas where Ipsos MORI conducted the Place Survey (34%).

Safety in the local area

Q How safe or unsafe do you feel when outside in your local area...

■ % Very safe ■ % Fairly safe ■ % Fairly unsafe ■ % Very unsafe



Ipsos MORI Source: 2008/09 Portsmouth Place Survey
Base: All valid responses (Portsmouth residents)

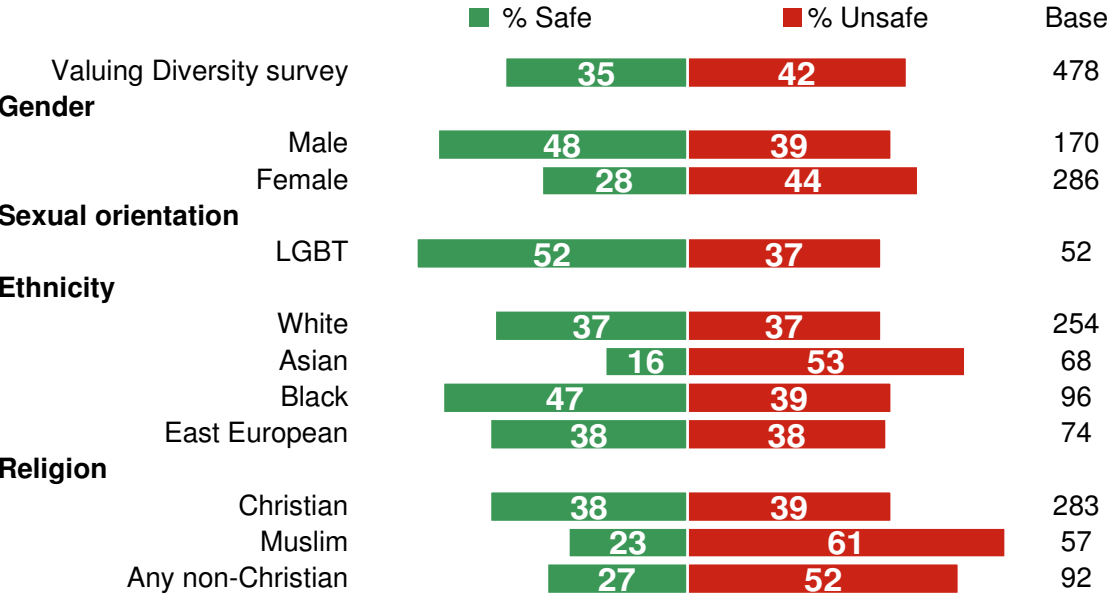


Turning to the results of the Valuing Diversity Survey, we can see a difference in perceptions of community safety between the various groups. LGBT respondents and the Black residents surveyed are more likely to feel safe than unsafe after dark, which is in contrast to the overall Place Survey finding – 52% of LGBT respondents feel safe (while 37% feel unsafe) and 47% of Black respondents feel safe (compared to 39% feeling unsafe). However, those answering from Muslim communities are more likely to feel *unsafe* than Christian respondents (61% versus 39%). Perhaps related to this, Asian respondents are also more likely to feel unsafe than White respondents (53% versus 37%).

Women answering the Valuing Diversity Survey are also less likely to say they feel safe than male respondents (28% versus 48%) and are more likely to say they never walk alone after dark (26% versus 12%). This reflects the 2008/09 Place Survey finding, where 35% of women in Portsmouth say they feel safe when outside at night, compared to 46% of men.

Perceptions of safety

Q How safe would you feel walking alone in your local area after dark?



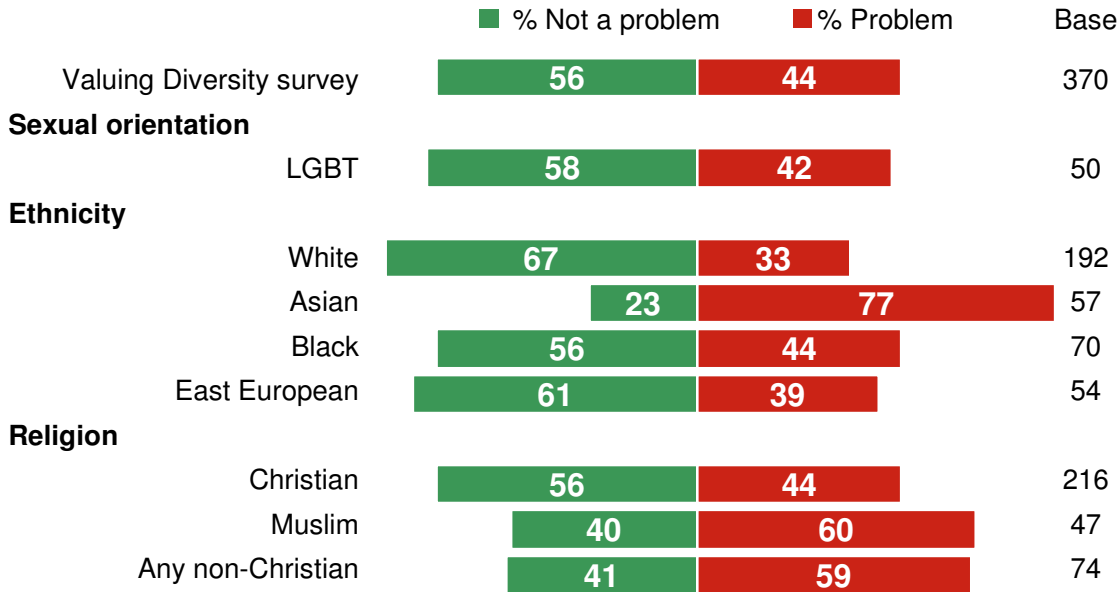
Ipsos MORI Base: All respondents



One factor relating to feelings of safety may be a perceived lack of CCTV cameras in their local area. Once more, Asian residents answering the survey are particularly likely to think this is a problem (77% think this, compared to 44% of all those answering).

CCTV cameras and other security measures

Q Thinking about this local area, how much of a problem do you think each of the following are... **Lack of CCTV cameras and other security measures**



Ipsos MORI Base: All valid responses

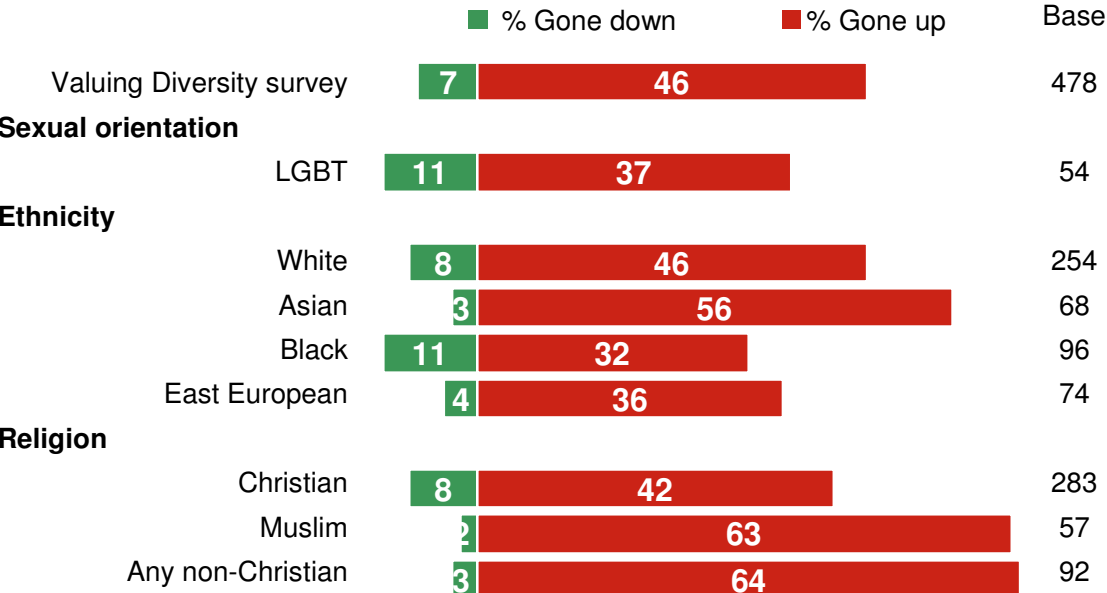


Perceptions of crime

Respondents were asked if they think crime in Portsmouth has gone up or down over the last two years. Those who answered are more negative about the level of crime generally, with over four in ten (46%) saying it has gone up and under one in ten (7%) saying it has gone down. Once again, perceptions are most negative among Muslim and Asian respondents – 63% and 56% respectively think the level of crime has gone up. By contrast, respondents originating from Eastern Europe and Black respondents are especially likely to say they do not know (49% and 45% say this respectively, compared to 27% of White residents).

Perceptions of crime

Q How much, if at all, do you think that crime levels have gone up or down in Portsmouth over the last two years?



Ipsos MORI Base: All respondents

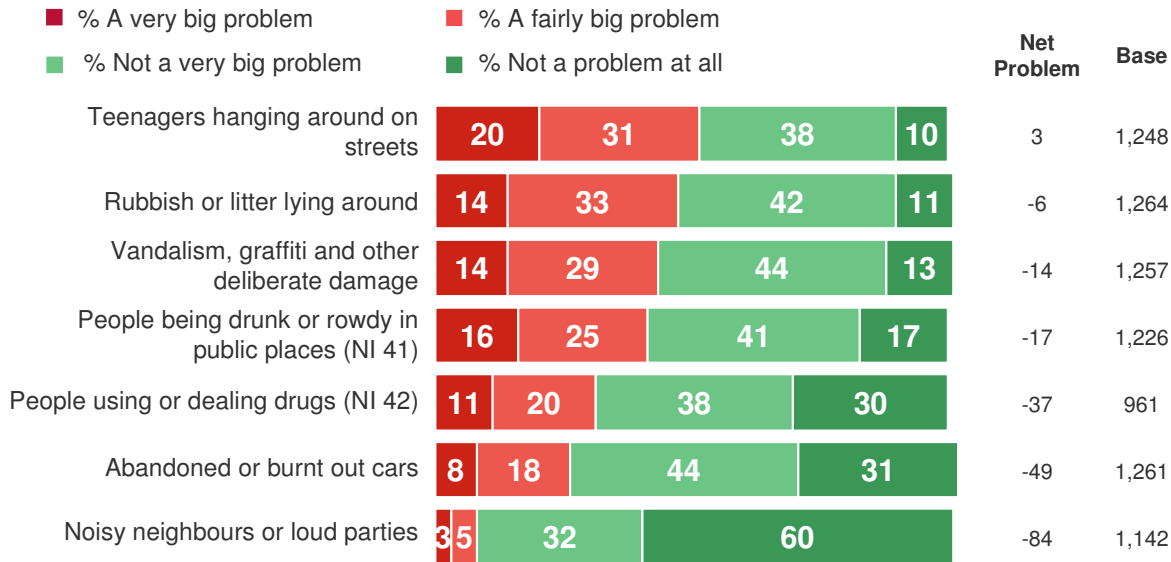


Perceptions of anti-social behaviour

From the following chart, taken from the 2008/09 Portsmouth Place Survey, we can see that residents overall think the most prevalent anti-social behaviour (ASB) problem is teenagers hanging around; over half (52%) consider it at least a fairly big problem. The next largest issues are rubbish and litter (47% say this is fairly or very serious), vandalism, graffiti and other property damage (43%) and drunk or rowdy behaviour (42%). The least frequently reported problem is abandoned vehicles (8%).

Perceptions of anti-social behaviour

Q Thinking about this local area, how much of a problem do you think each of the following are...



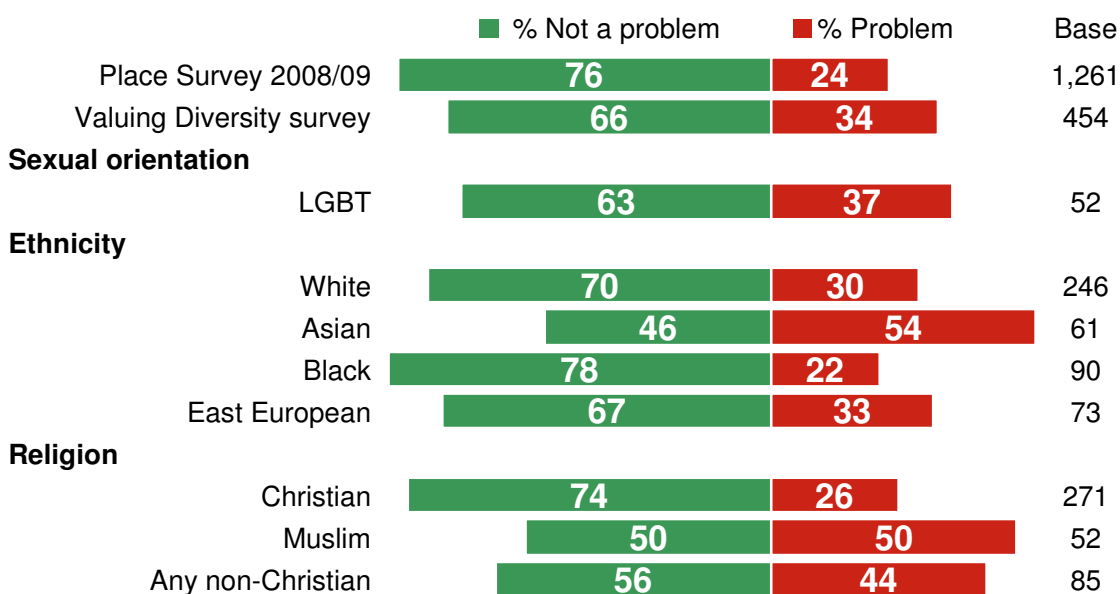
Ipsos MORI Source: 2008/09 Portsmouth Place Survey
Base: All valid responses (Portsmouth residents)



The results of the Valuing Diversity Survey echo the Place Survey findings, with respondents saying the biggest ASB problem in their area is teenagers hanging around on streets (50%). Concerns about the various anti-social behaviour strands examined in the Valuing Diversity Survey are highest among Bangladeshi and Muslim respondents, which may explain their poorer perceptions of crime and safety generally.

Noisy neighbours or loud parties

Q Thinking about this local area, how much of a problem do you think each of the following are... **Noisy neighbours or loud parties**

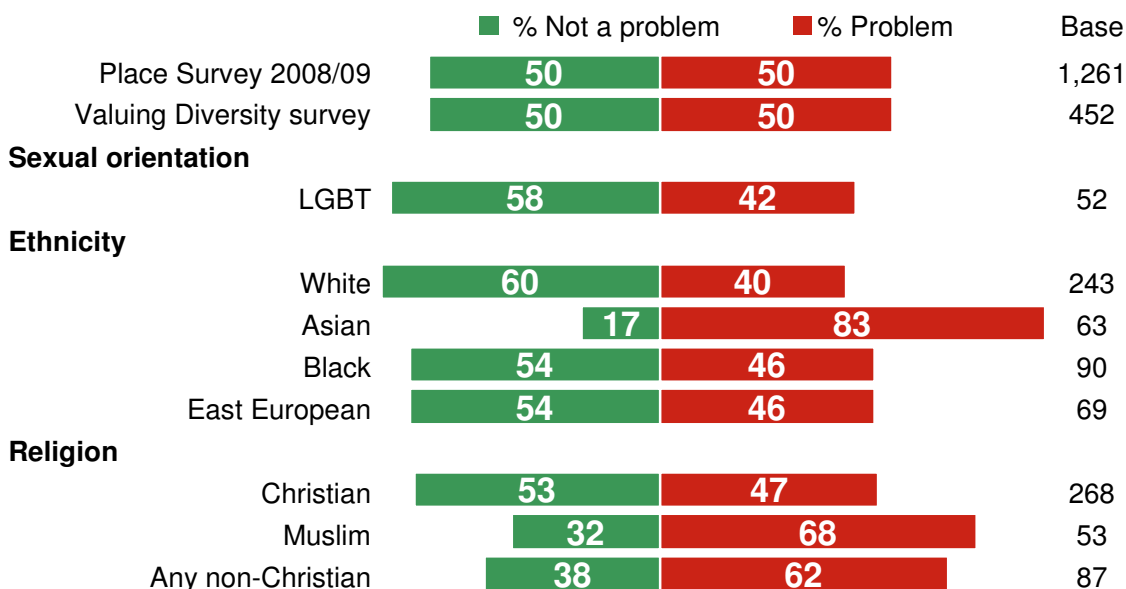


Ipsos MORI Base: All valid responses



Teenagers hanging around the streets

Q Thinking about this local area, how much of a problem do you think each of the following are... **Teenagers hanging around the streets**

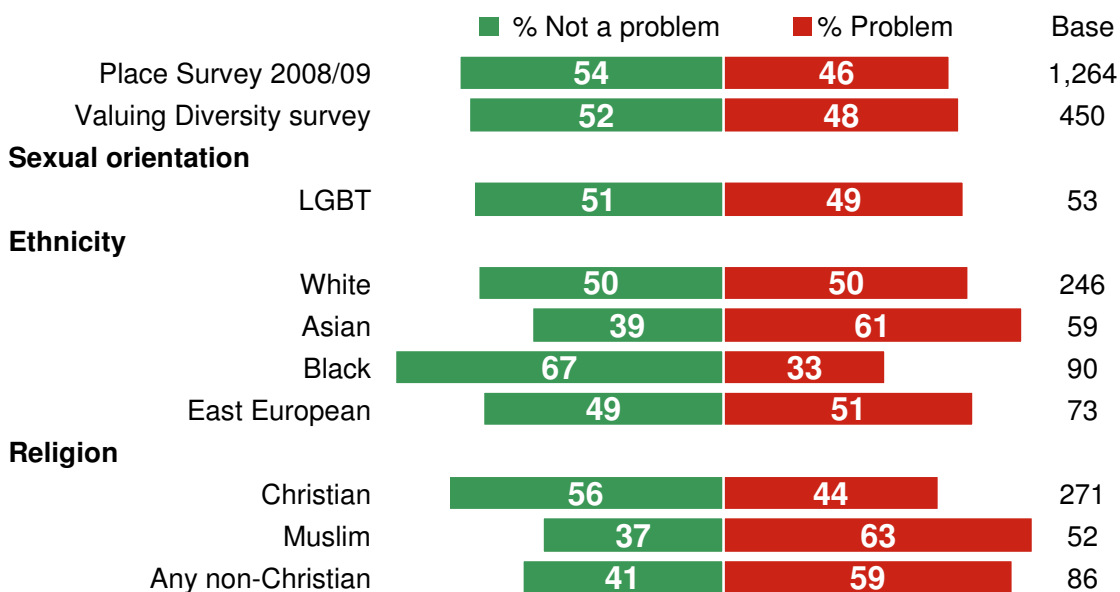


Ipsos MORI Base: All valid responses



Rubbish or litter lying around

Q Thinking about this local area, how much of a problem do you think each of the following are... **Rubbish or litter lying around**

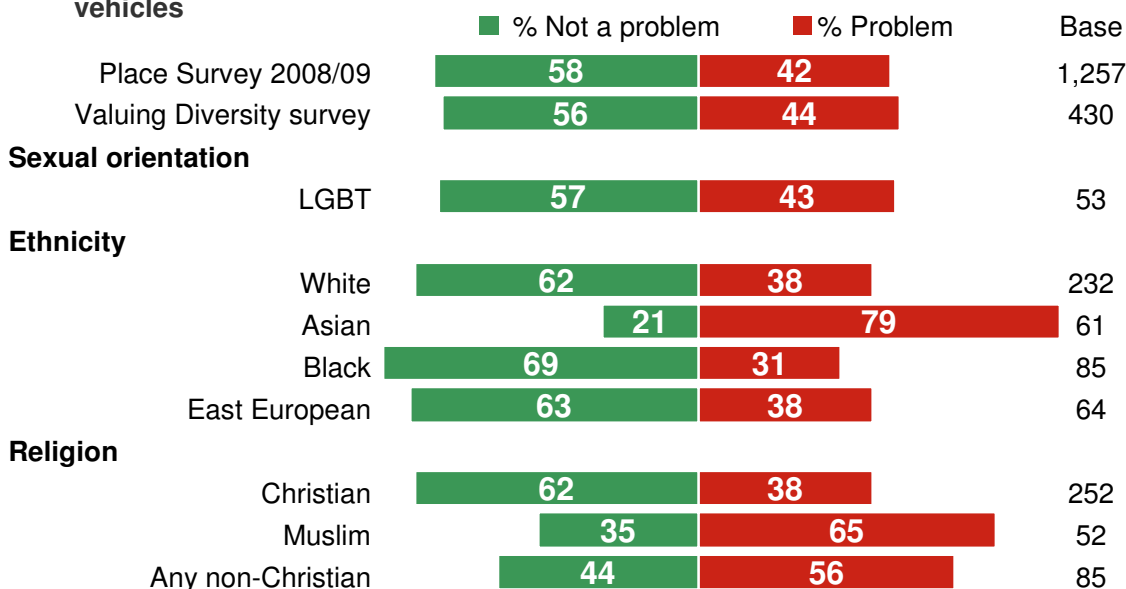


Ipsos MORI Base: All valid responses



Vandalism, graffiti and other deliberate damage to property or vehicles

Q Thinking about this local area, how much of a problem do you think each of the following are... **Vandalism, graffiti and other deliberate damage to property or vehicles**

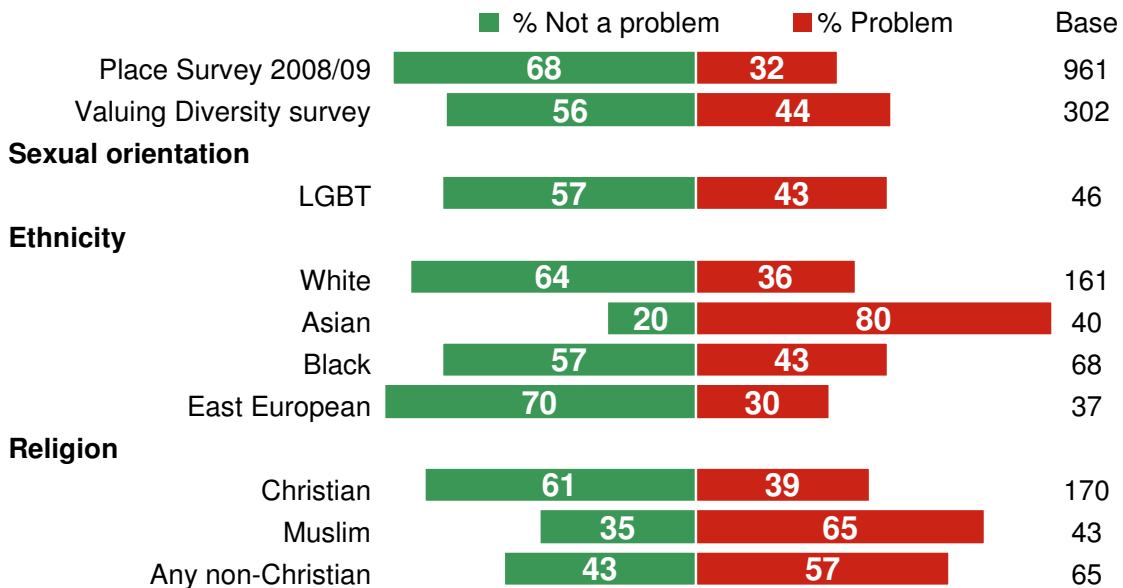


Ipsos MORI Base: All valid responses



People using or dealing drugs

Q Thinking about this local area, how much of a problem do you think each of the following are... **People using or dealing drugs**

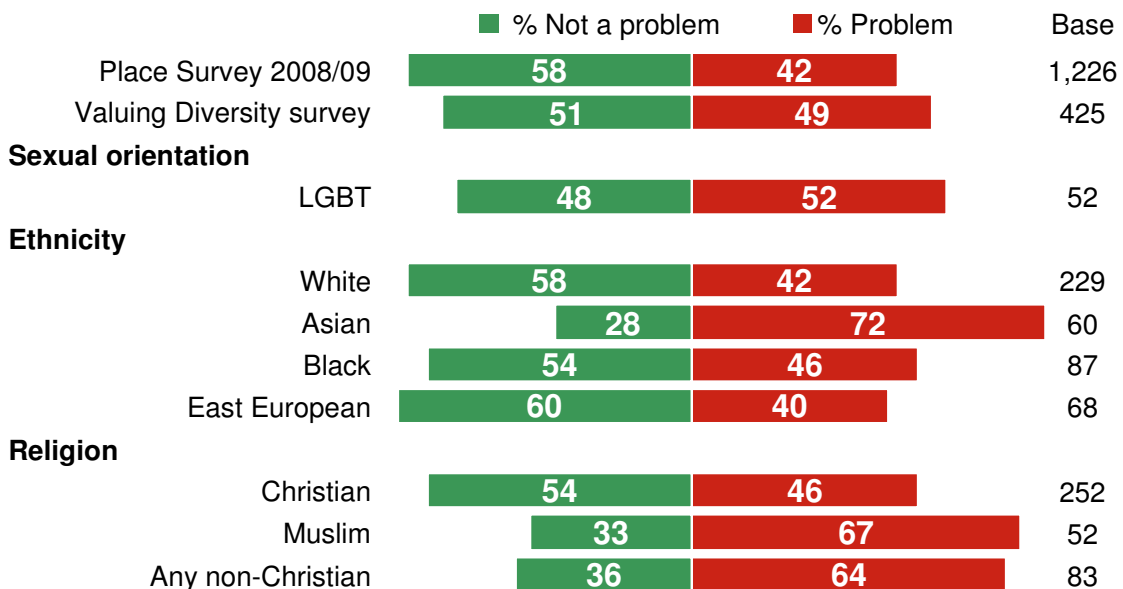


Ipsos MORI Base: All valid responses



People being drunk or rowdy in public places

Q Thinking about this local area, how much of a problem do you think each of the following are... **People being drunk or rowdy in public places**

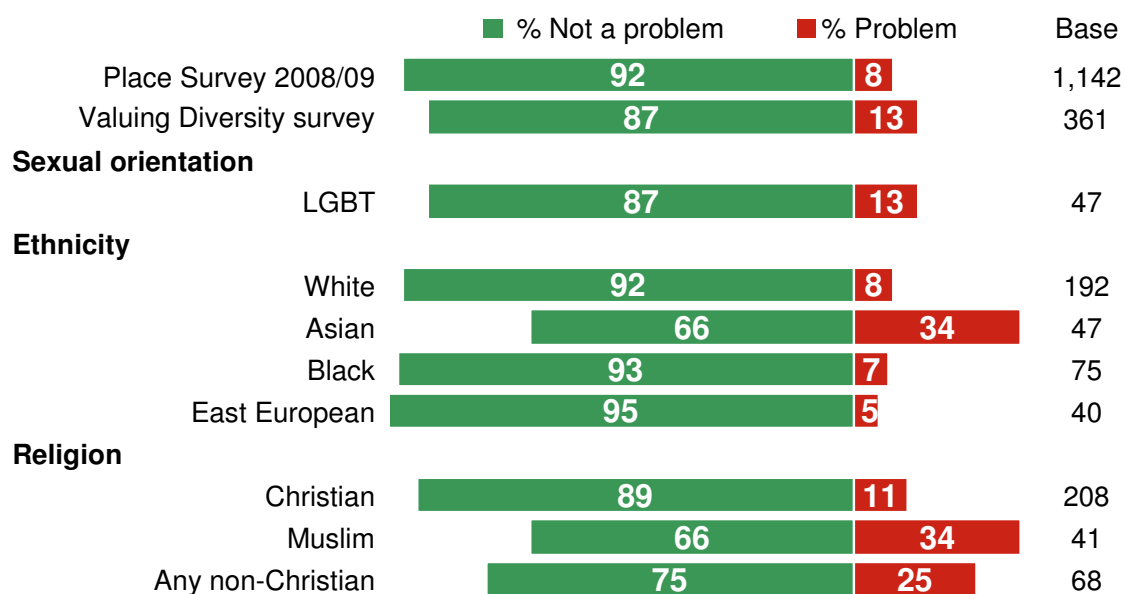


Ipsos MORI Base: All valid responses



Abandoned or burnt out cars

Q Thinking about this local area, how much of a problem do you think each of the following are... **Abandoned or burnt out cars**



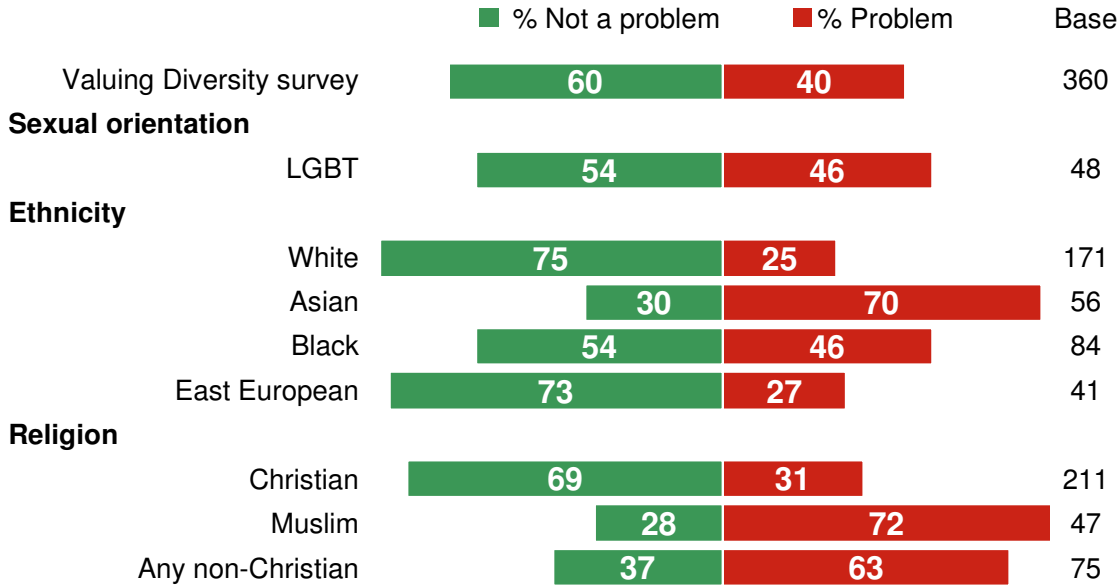
Ipsos MORI Base: All valid responses



In addition to the seven anti-social behaviour strands explored by the Place Survey, this survey also asked residents whether racial or other hate crime was a problem in their area. Those most likely to say it is a problem are Muslim respondents (72%, versus 40% overall) and younger respondents (64% of 16-24 year olds). However, LGBT respondents are also more likely to think of this as a *fairly big* problem, compared to heterosexual respondents (31% versus 18%). Eastern European residents however are more likely to say hate crime is *not* a problem (73% say this, versus 60% of all respondents).

Racial or other hate crime

Q Thinking about this local area, how much of a problem do you think each of the following are... **Racial or other hate crime**



Ipsos MORI Base: All valid responses



Access to employment and services

This section looks at how survey respondents view applying for jobs and accessing various public services in Portsmouth. In particular, it looks into:

- Factors making it difficult to apply for jobs;
- Public services respondents want to use, but do not;
- Support for older people to live independently; and
- Preferred ways of contacting public services.

Applying for jobs

Three quarters (74%) of those answering say concerns about discrimination would make it difficult to apply for a job in Portsmouth, while just over half of respondents (53%) think other reasons would make it difficult.

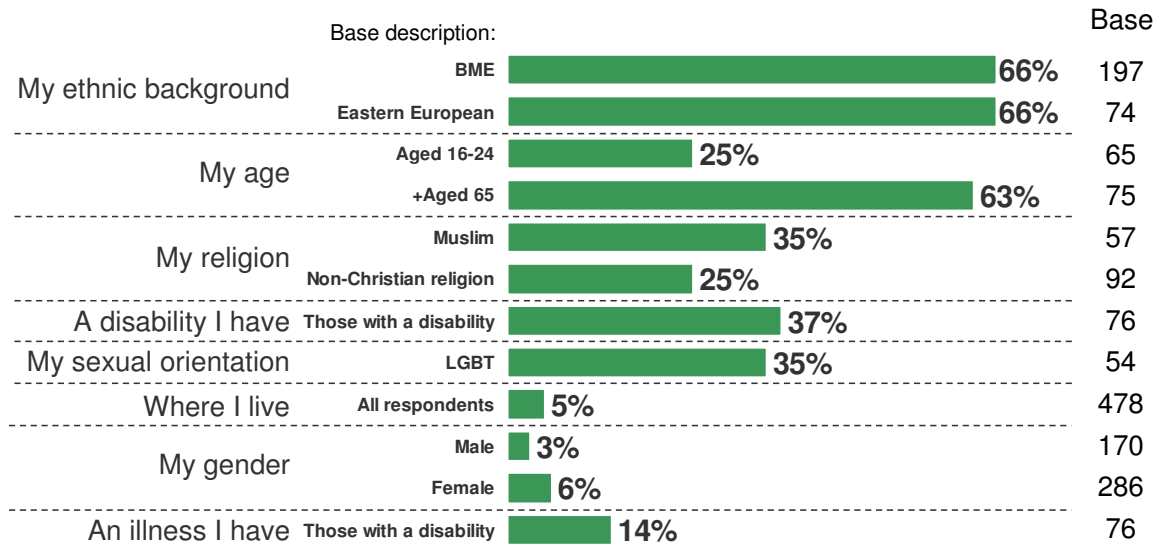
Over six in ten respondents aged 65 and over (63%) say concerns about age discrimination would make it difficult to apply for a job. Around a third (35%) of LGBT respondents say concerns about discrimination due to sexual orientation would make it difficult. A quarter of respondents (25%) with non-Christian religions think religious discrimination would make it difficult, while 35% of Muslim respondents think this.

Polish and Black respondents are most likely to say that concerns about discrimination due to ethnicity would make it difficult (81% and 72% respectively, compared to 54% of Asian respondents and 23% of White respondents).

Concerns about discrimination when applying for jobs

Q Which, if any, of these things would make it difficult for you to apply for a job in Portsmouth?

Concerns about discrimination due to...



Ipsos MORI Base: All respondents

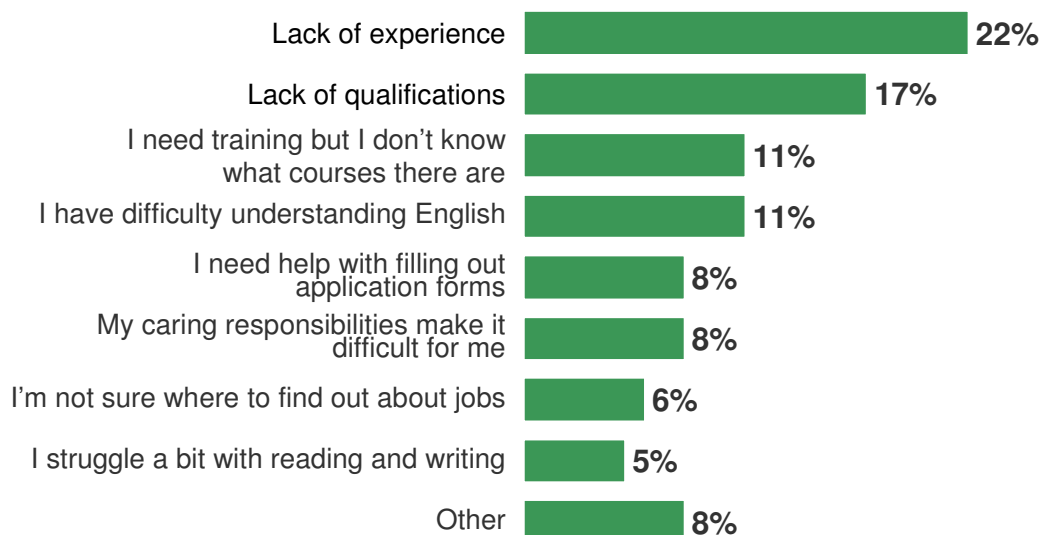


Looking at other reasons, Muslim respondents are more likely than Christian respondents to say that lack of experience (49% versus 17%) and lack of qualifications (42% versus 11%) would make it difficult to apply for a job. Bangladeshi respondents are more likely than White respondents to say their caring responsibilities make it difficult (27% versus 7%).

Polish respondents are most likely to say difficulty understanding English would make it difficult (57%, compared to 15% of White respondents and 6% of BME respondents). They are also most likely to say they need help filling out application forms (40%, compared to 12% of White respondents and 4% of BME respondents).

Other concerns when applying for jobs

Q Which, if any, of these things would make it difficult for you to apply for a job in Portsmouth?



Ipsos MORI Base: All respondents (478)



Use of public services

As the following chart shows, respondents would most like to make more use of **sports/leisure facilities** (26%), **access to training** (22%), **grants for improvement** (21%), **adult learning services** (19%) and **groups for different cultures and ethnic backgrounds** (19%).

Younger respondents (aged 16-24) Black respondents and LGBT respondents would most like to make use of sports/leisure facilities that they currently do not use (45%, 41% and 39% respectively, versus 26% of all respondents).

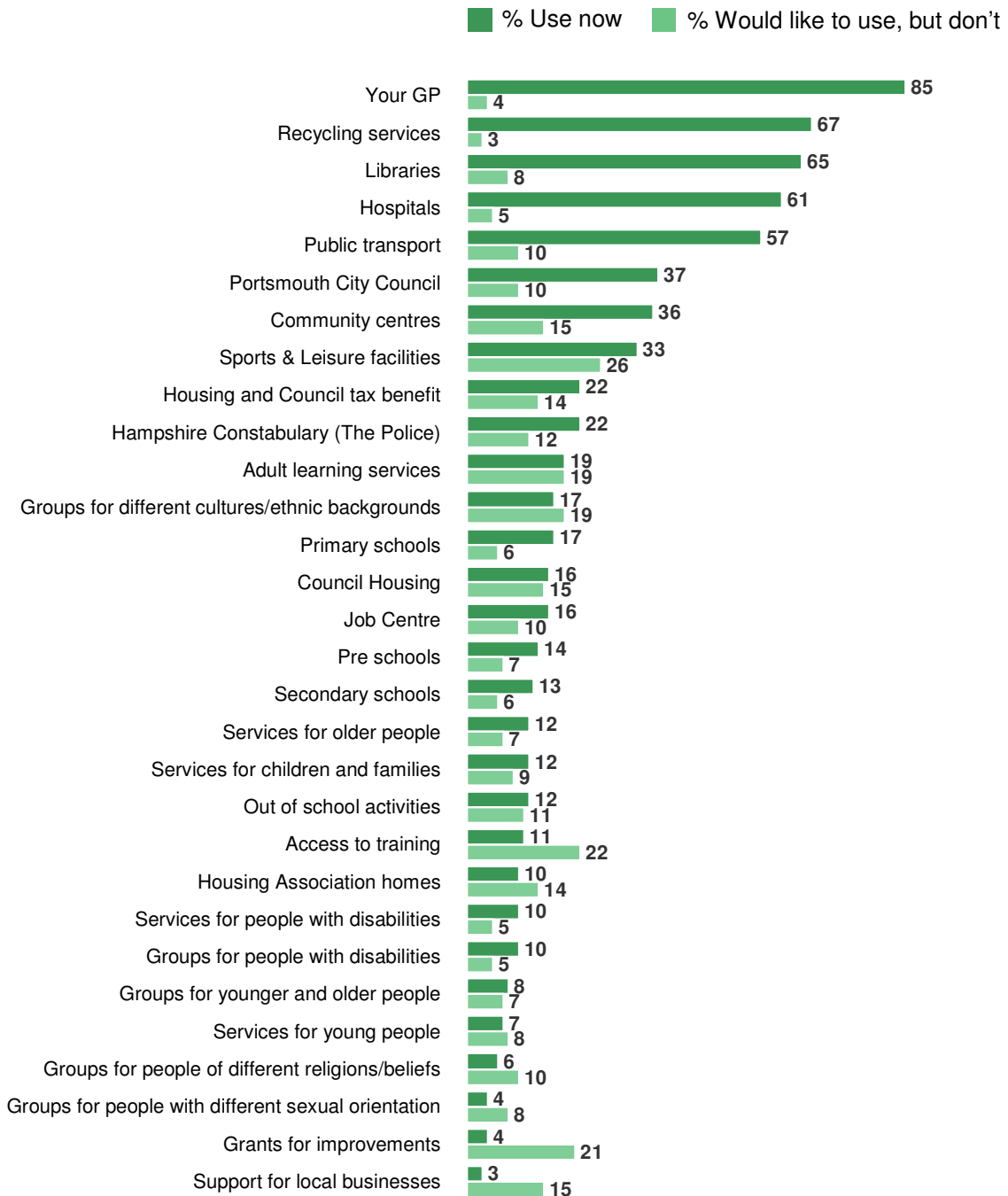
BME respondents are more likely than White respondents to want access to training that they currently do not use (29% versus 16%), as well as grants for improvement (33% versus 12%). African respondents are most likely to want to make use of groups for different cultures and ethnic backgrounds that they currently do not use (46%, versus 36% of BME respondents and 6% of White respondents).

Looking at types of service, Polish respondents are most likely to want to use various housing services that they currently do not use (62%, versus 43% of BME respondents and 26% of White respondents).

Use of public services

Q Which, if any of these services do you use or benefit from?

Q And which, if any, would you like to use, but currently do not?



Ipsos MORI Base: All respondents (478)



Among the respondents who want to use services but do not, the top reasons given for this are **not being aware of the service** (28%), **the service being too expensive** (22%) and **not having enough services in the area** (21%).

Of these respondents, LGBT respondents are especially likely to say they are not aware of the service (43%, versus 27% of heterosexual respondents). Polish respondents are more likely than both White and BME respondents to say the service is too expensive (50% versus 24% and 21% respectively).

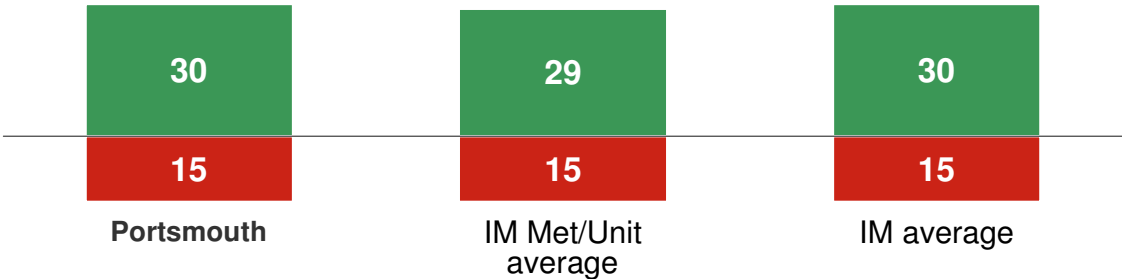
In addition, the Polish respondents who do not use services but would like to are most likely to say this is because they have difficulty understanding English (48%, compared to 7% of BME respondents) and because the opening times are not convenient (36%, compared to 9% of BME respondents).

Support for older people

Looking at the contextual information provided by the 2008/09 Place Survey, we can see that three in ten residents in Portsmouth (30%) believe older people get enough support for their needs, compared with one in seven (15%) who say they do not. Most people (55%) say they don't know. Among those aged 65 and over, 38% believe older people get the support they need to continue living at home.

Support for older people

Q Do you think older people in your area can get the services and support they need to live at home for as long as they want to? (This includes help from public, private or voluntary services or from family, friends and others in the community)

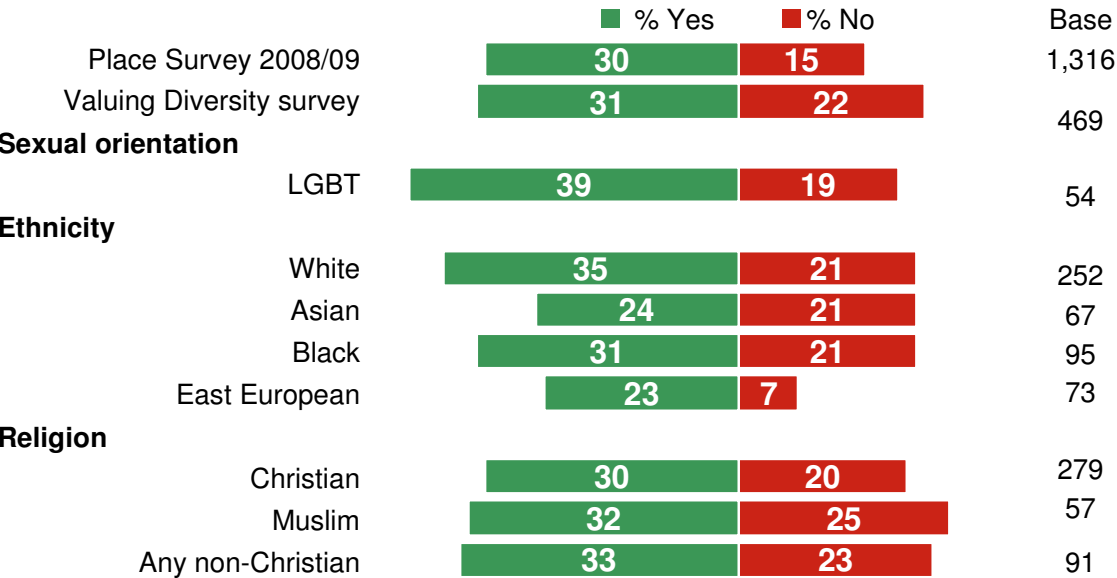


Ipsos MORI Source: 2008/09 Portsmouth Place Survey Base: All valid responses (1,316 Portsmouth residents); Note: 'don't knows' are included in the base calculations Ipsos

The Valuing Diversity Survey gives a similar picture, with 30% saying older people get enough support and 22% saying they do not. Respondents from Polish backgrounds are most likely to say they do not know (79%, compared to 48% of all respondents).

Support for older people (2)

Q Do you think older people in your area can get the services and support they need to live at home for as long as they want to? (This includes help from public, private or voluntary services or from family, friends and others in the community)



Ipsos MORI Base: All valid responses



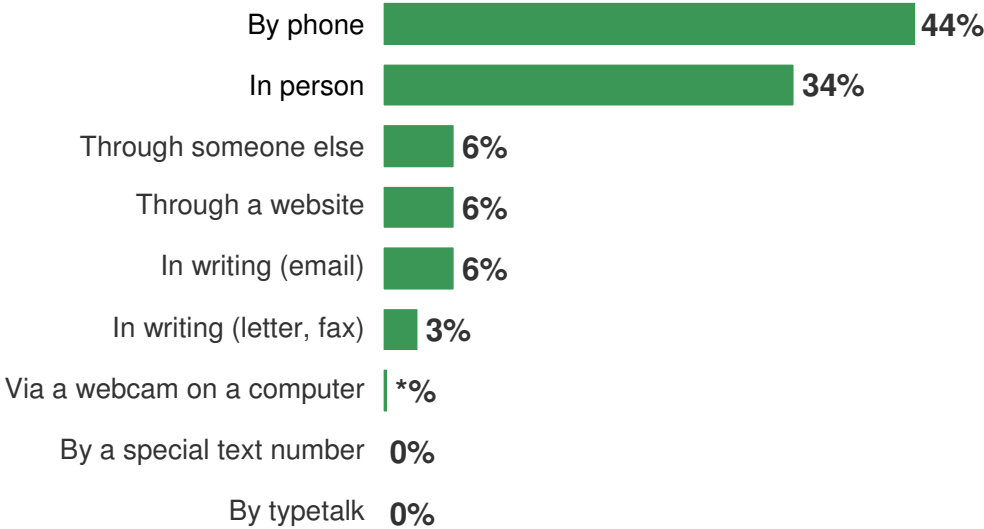
Contacting public services

For LGBT respondents, the most preferred way of contacting public services for information is via a website (15%, compared to 5% of heterosexual respondents). Respondents aged 16-24 most prefer contact by email (14%, compared to 4% of 25-64 year olds). Muslim respondents most prefer contact in person (44%, versus 36% of Christian respondents).

Looking at differences between ethnic groups, those answering from BME communities are more likely to prefer contact by telephone than White respondents (50% versus 39%). Polish respondents are most likely to want contact in person (47%, compared to 35% of all White respondents and 33% of BME respondents), or through someone else (30%, compared to 11% of White respondents overall and 2% of BME respondents).

Contacting public services

Q How would you prefer to contact public services when you're asking for help or information?



Ipsos MORI Base: All respondents (478)



Discrimination

This section looks at survey respondents' views on discrimination in Portsmouth, including:

- Actions needed to stop discrimination; and
- Respondents' experiences of discrimination by public services.

Actions needed to stop discrimination

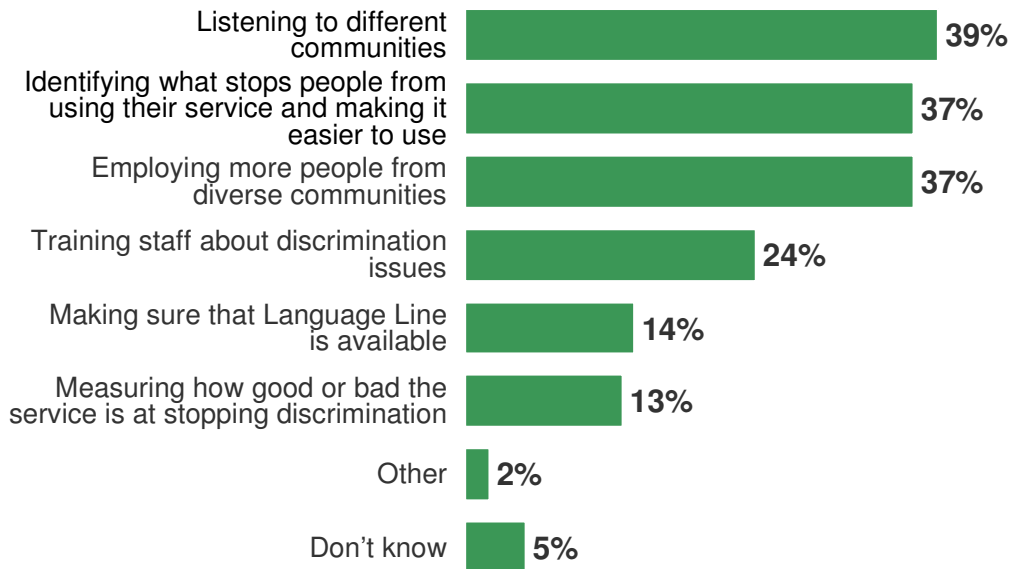
Respondents think the most important actions public services need to take to stop discrimination are **listening to different communities** (39%), **identifying what stops people from using the service and making it easier to use** (37%) and **employing more people from diverse communities** (37%).

Muslim respondents and younger respondents (aged 16-24) are particularly likely to say listening to different communities is important to stop discrimination (56% and 52% respectively, compared to 39% of all respondents). Respondents with a disability are especially likely to rate identifying what stops people from using the service and making it easier to use as important (49%, versus 36% of those without a disability). LGBT and younger respondents are most likely to think measuring how good or bad the service is at stopping discrimination is important (24% and 23% respectively, versus 13% of all respondents).

Employing people from diverse communities is particularly important for Polish respondents (75% say it is important, compared to 45% of BME respondents and 31% of all White respondents). Polish respondents are also most likely to say making sure that Language Line is available is important (43%, versus 17% of White respondents and 10% of BME respondents).

Most important actions to stop discrimination

Q We are working together to stop discrimination and make improvements in Portsmouth. What do you think are the most important actions public services need to take?



Ipsos MORI Base: All respondents (478)



Experiences of discrimination

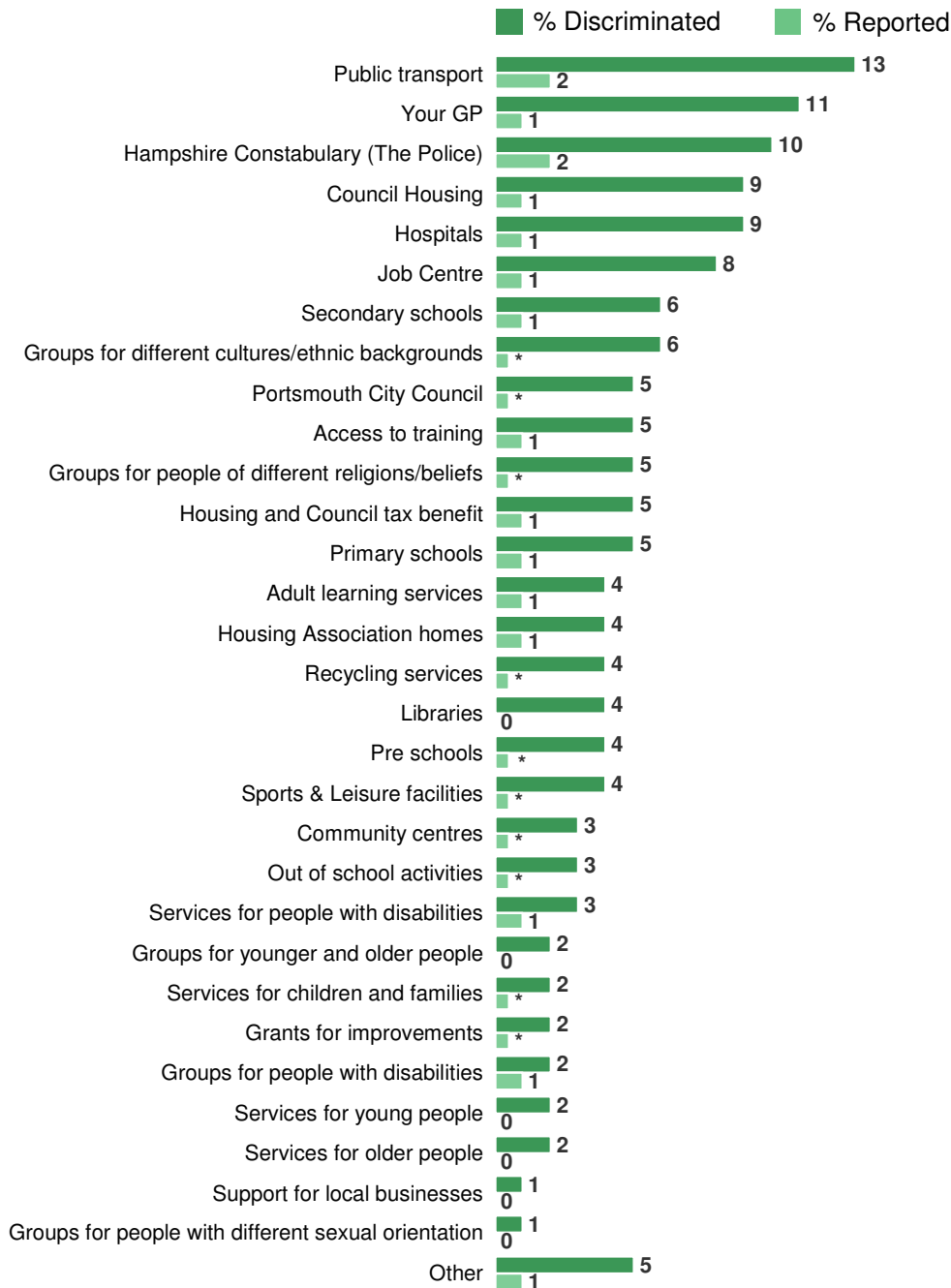
Around four in ten (43%) of those answering the Valuing Diversity Survey say they have felt discriminated against by public services in Portsmouth. Three in five respondents from Muslim communities (61%) feel they have been discriminated against, as do around six in ten BME respondents (57%).

Among Muslim respondents, three in ten say they have felt discriminated against by their GP (30%, compared to 7% of Christian respondents) and quarter by public transport (26%, compared to 11% of Christian respondents). BME respondents are most likely to have felt discriminated against by public transport (20%, versus 7% of White respondents) and the Police (18%, versus 3% of White respondents).

Discrimination by public services

Q Which, if any, of the following public services have you ever felt discriminated against you in any way:

Q And have you ever reported the discrimination from any of these?



Ipsos MORI Base: All respondents (478)

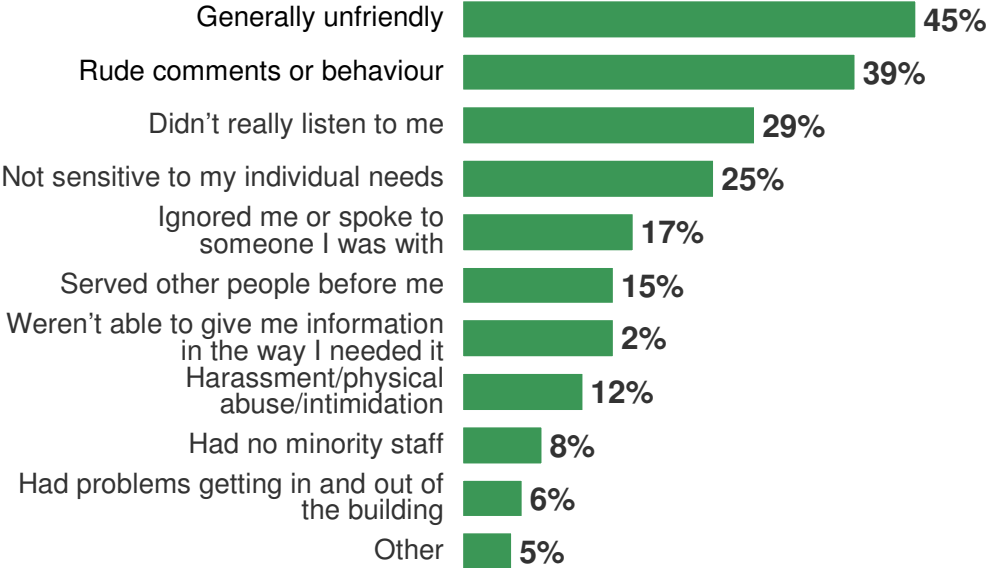


Of those respondents who have felt discriminated against by public services, this is most likely in the form of **generally unfriendly behaviour** (45%), **rude comments or behaviour**

(39%), **not really listening to respondents** (29%) or **not being sensitive to respondents' individual needs** (25%).

Reasons for feeling discriminated against by public services

Q What form(s) did the discrimination take?



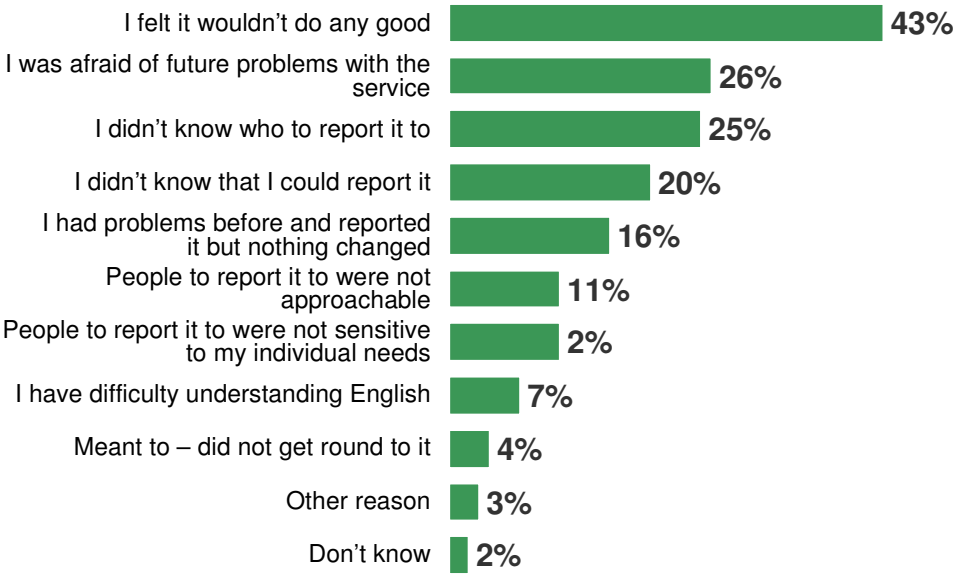
Ipsos MORI Base: All respondents who feel they have been discriminated against by public services (204)



One in ten respondents (11%) have *reported* discrimination by public services. Among those respondents who have felt discriminated against, but *did not* report this, the top reasons for this are **feeling it would not do any good** (43%), **being afraid of future problems with the service** (26%) and **not knowing who to report it to** (25%). Male respondents are more likely than the women who answered the survey to feel it would not do any good (53% versus 39%).

Reasons for not reporting discrimination by public services

Q Why did you not report the discrimination?



Ipsos MORI

Base: All respondents who feel they have been discriminated against by public services but did not report it (183)



Community involvement

This section examines how involved survey respondents feel in their local area. Specifically, it looks at:

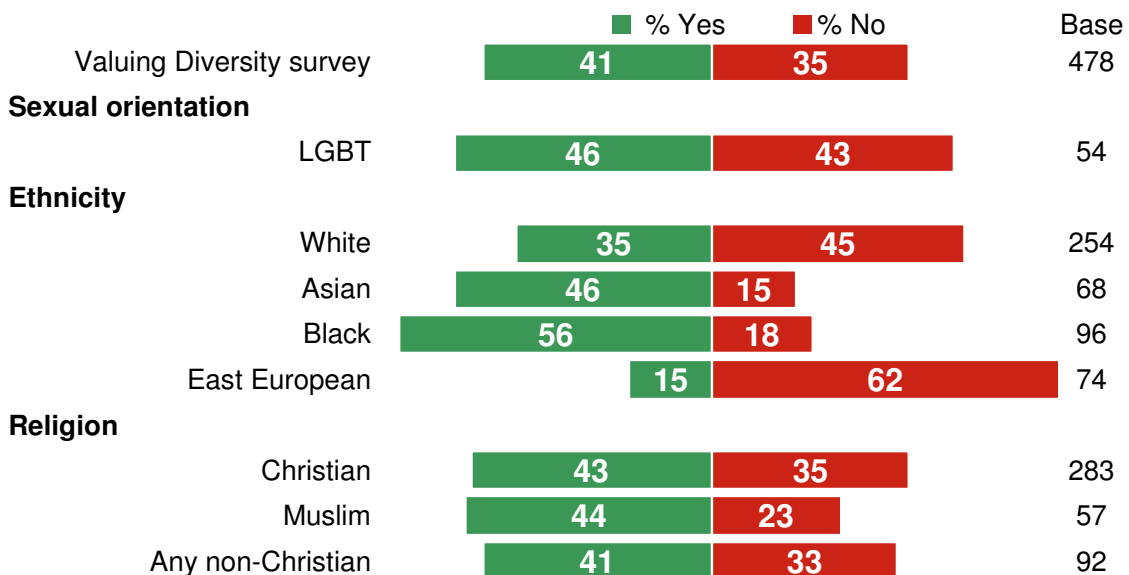
- Respondents' perceptions of influence over decisions made about their local area;
- Respondents' perceptions of community cohesion; and
- Whether respondents have asked for help, advice or support from their local Councillor.

Influencing local decisions

Around two in five respondents (41%) agree they can help shape decisions made about their local area, while 35% disagree. BME respondents are more likely to think this than White respondents (48% versus 35%), while Eastern European respondents are most likely to disagree with this (62% disagree, compared to 45% of White respondents and 23% of BME respondents).

Shaping decisions about the local area

Q How much do you agree or disagree with each of the comments below?
I can help shape decisions about my local area



Ipsos MORI Base: All respondents

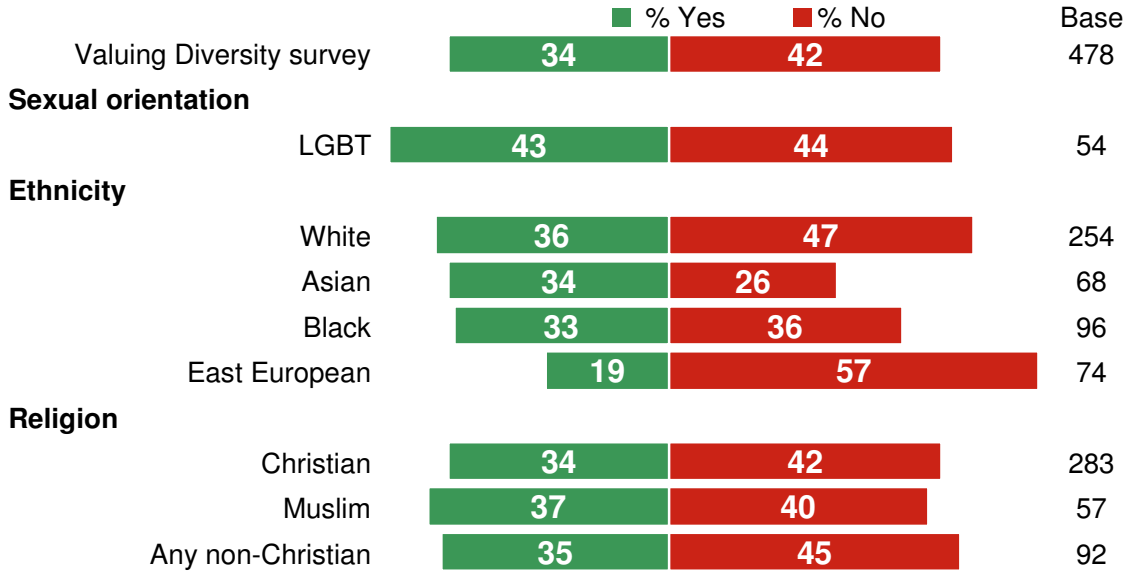


Fewer respondents (34%) believe they are given the chance to comment on public services in their area, with around four in ten (42%) disagreeing. Younger respondents (16-24 year

olds) are more likely to *disagree* than those aged 25-64 (54% versus 40%). Eastern European respondents are also more likely to disagree than BME respondents (57% versus 37%).

Commenting on local public services

Q How much do you agree or disagree with each of the comments below?
I am given the chance to comment on public services in my local area



Ipsos MORI Base: All respondents

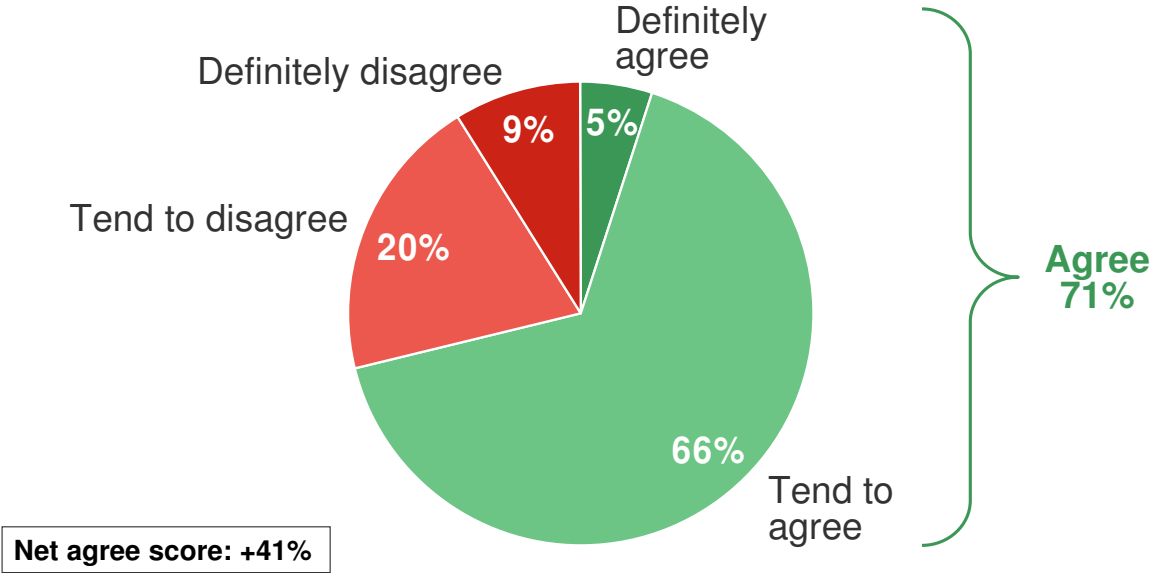


Community cohesion

A recognised way of measuring community cohesion is by asking people how well they think local residents of different backgrounds get on together. From the 2008/09 Place Survey we can see that seven in ten Portsmouth residents (71%) agree, at least to some extent, that people of different backgrounds get on well locally. Three in ten (29%) disagree this is the case.

Different backgrounds getting on well

Q To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



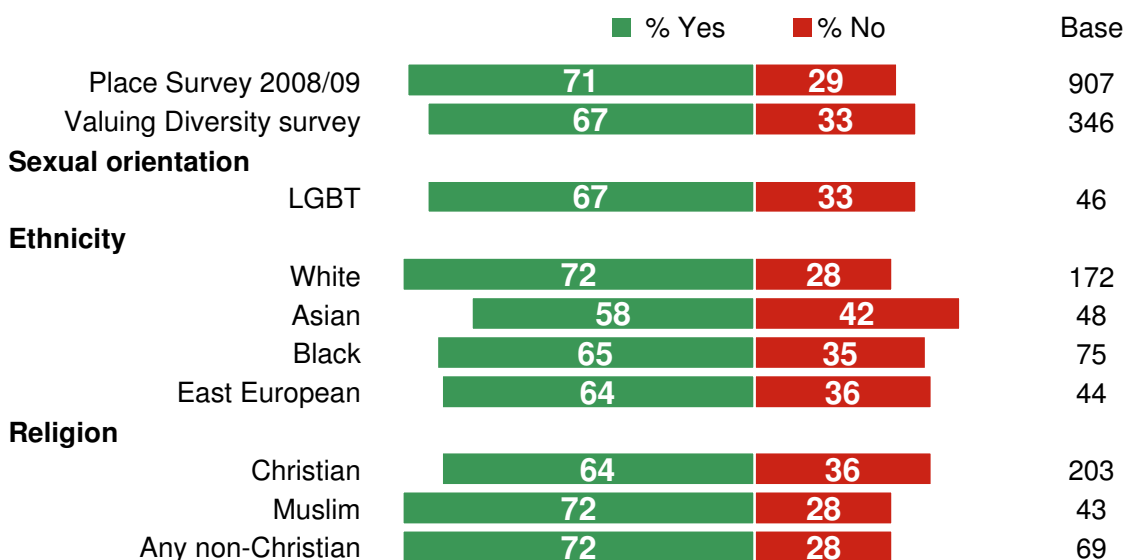
Ipsos MORI Source: 2008/09 Portsmouth Place Survey
Base: All valid responses (907 Portsmouth residents)



The response for the Valuing Diversity Survey shows that older respondents are most likely to agree that different backgrounds get along (84% agree). BME respondents are more negative about community cohesion than White respondents, with 41% of BME respondents disagreeing, compared to 28% of White respondents.

Different backgrounds getting on well (2)

Q To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



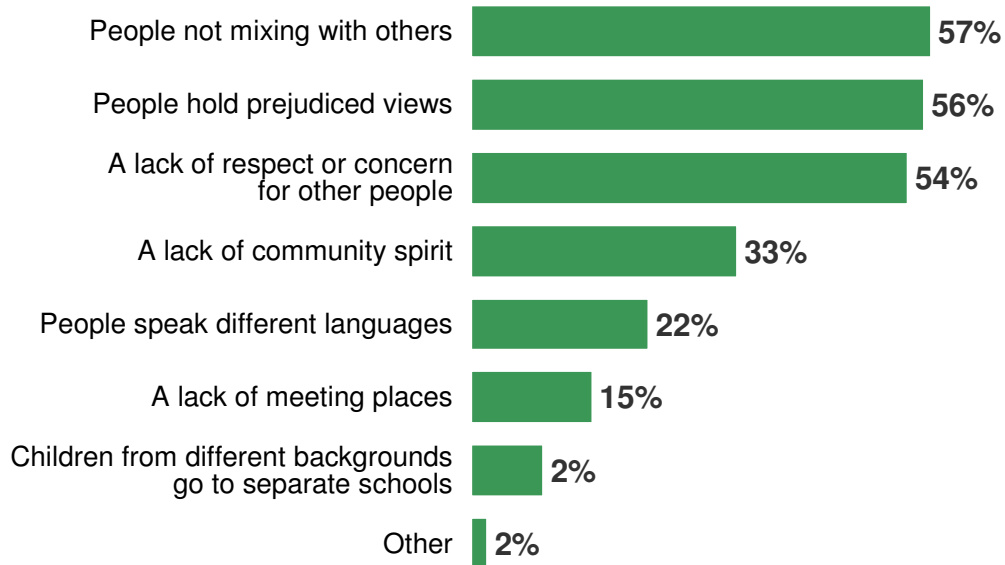
Ipsos MORI Base: All valid responses



Those respondents that disagree people from different backgrounds get along are most likely to cite **people not mixing together** (57%), **people holding prejudiced views** (56%) and a **lack of respect and concern for other people** (54%) as the reasons for this.

Reasons that different backgrounds do not get on well together

Q Why do you think your local area is not a place where people from different backgrounds get on well together?



Ipsos MORI Base: All respondents who disagree that their local area is a place where people from different backgrounds get on well together (115)

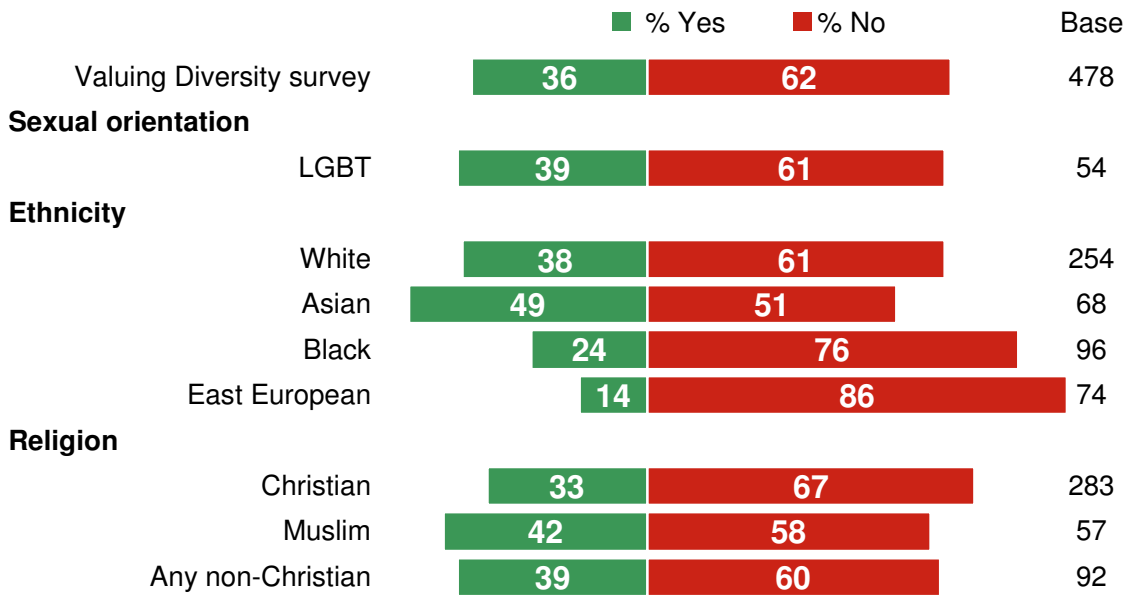


Contact with the local Councillor

The majority of respondents do not know who their local Councillor is, with 62% saying they do not know and 36% saying they do. Those least likely to know who their local Councillor is are Polish respondents (92%), younger respondents (89%) and Black respondents (76%).

Knowing your local Councillor

Q Do you know who your local Councillor is?



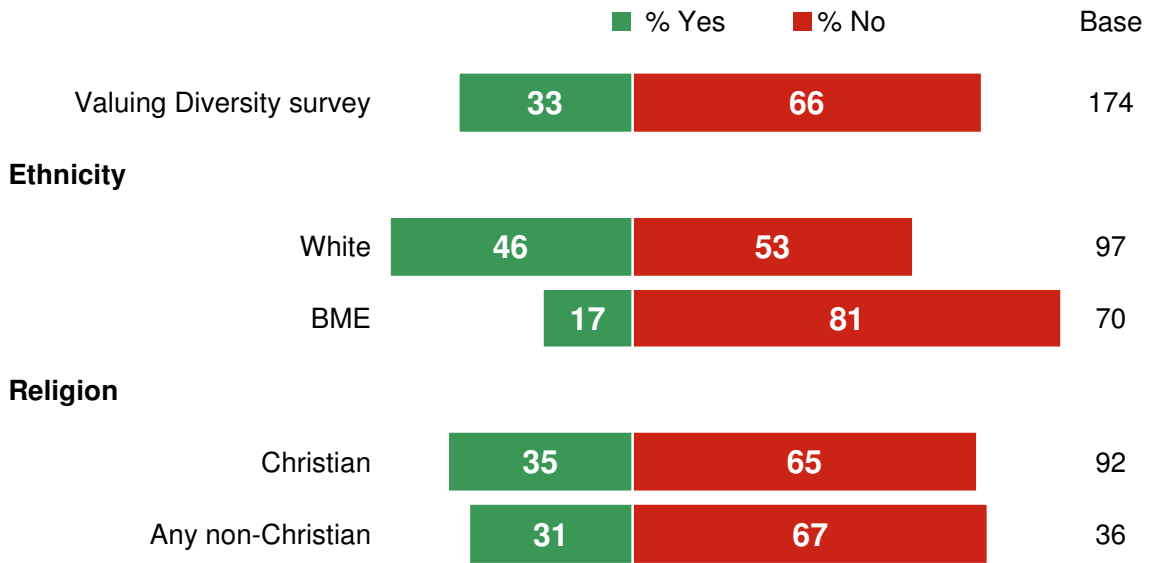
Ipsos MORI Base: All respondents



Of those who do know who their local Councillor is, one third (33%) of respondents have asked their Councillor for help, advice or support in the last two years. Respondents aged 65 and over are more likely to have asked for support than those aged 25-64 (53% versus 29%). BME respondents are less likely to have asked for support than White respondents (81% have not asked, compared to 53% of White respondents).

Support from local Councillor

Q Have you asked for any help, advice or support from your local Councillor in the last 2 years or so?



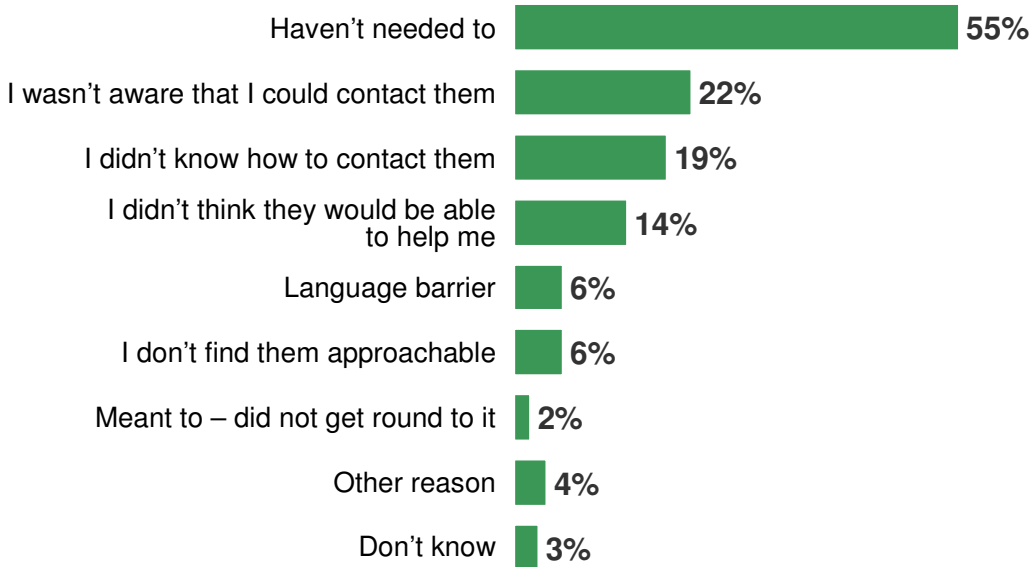
Ipsos MORI Base: All respondents who know who their local Councillor is



Looking exclusively at the respondents who have not asked their local Councillor for help, advice or support, the main reasons given for this are that **they have not needed to** (55%), **were not aware that they could contact them** (22%) or **did not know how to contact them** (19%). The younger people answering the survey are more likely to say that they were not aware (37% of 16-24 year olds, compared to 21% of 25-64 year olds). BME respondents are also less likely to say this than White respondents (29% versus 16%).

Reasons for not seeking help, advice or support from your local Councillor

Q Why have you not asked for any help, advice or support from your local Councillor in the last 2 years or so?



Ipsos MORI Base: All respondents who have not asked for help, advice or support from their local Councillor in the last two years (413)



Supporting others

This section looks at respondents' volunteering and caring responsibilities. In particular, it explores:

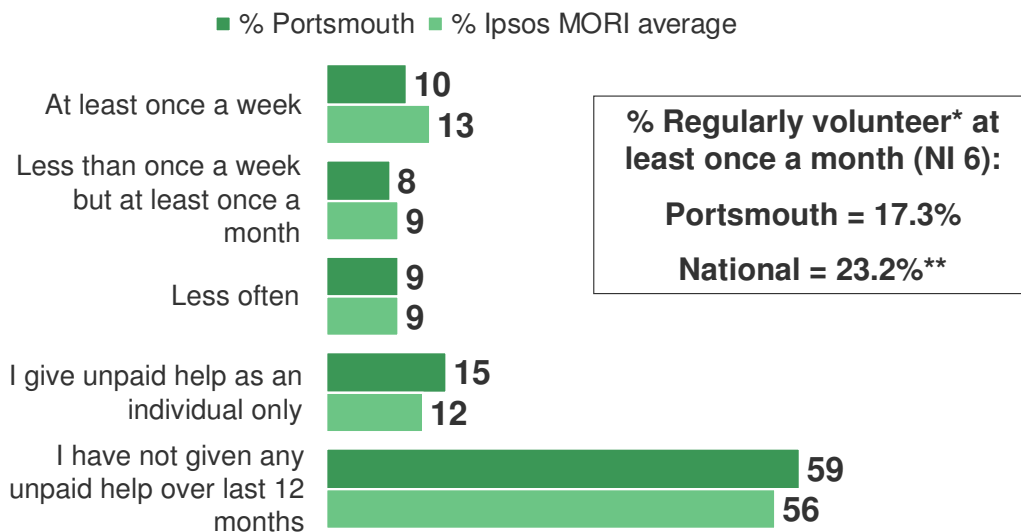
- Regular volunteering by respondents; and
- Respondents that care for relatives, partners or friends.

Volunteering

The 2008/09 Portsmouth Place Survey notes that 17% of residents give unpaid help to groups, clubs or charities at least once a month, as the following chart illustrates.

Participation in regular volunteering

Q How often over the last year have you given unpaid help to any group(s), club(s) or organisation(s)?



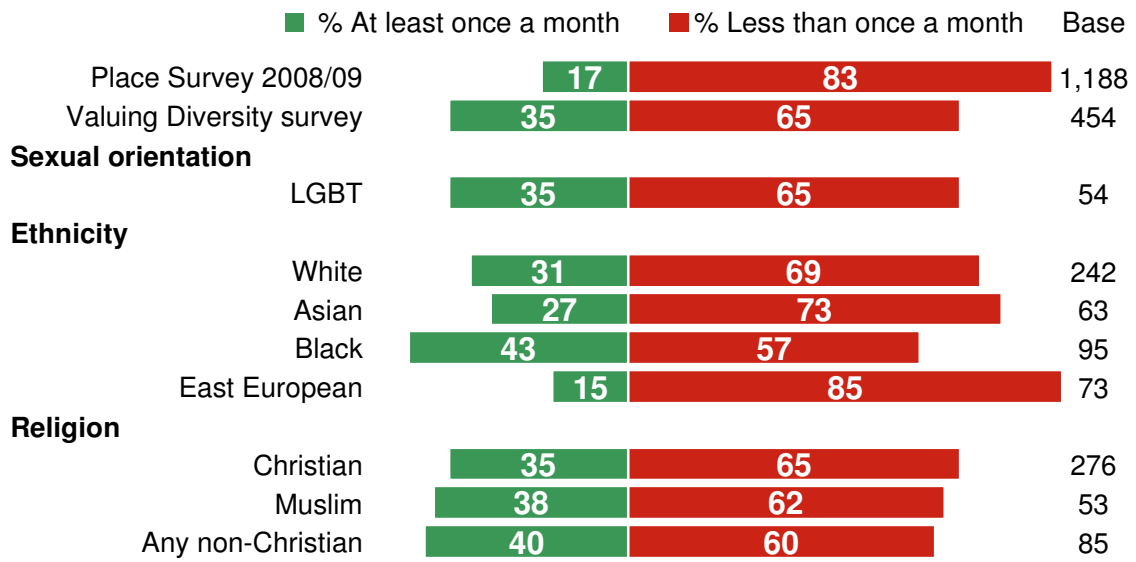
Source: 2008/09 Portsmouth Place Survey
 Base: All valid responses (1,188 Portsmouth residents). * Regular volunteering is volunteering for group, club or organisation within last month. ** National figures based on Citizenship Survey 2007/08, face to face survey of 8,804 adults in England, April 07-March 08



Turning to the Valuing Diversity Survey, the respondents least likely to have given any unpaid help in the past year are Polish respondents (83% have not, compared to 53% of all White respondents and 42% of BME respondents).

Participation in regular volunteering (2)

Q How often over the last year have you given unpaid help to any group(s), club(s) or organisation(s)?



Ipsos MORI Base: All valid responses

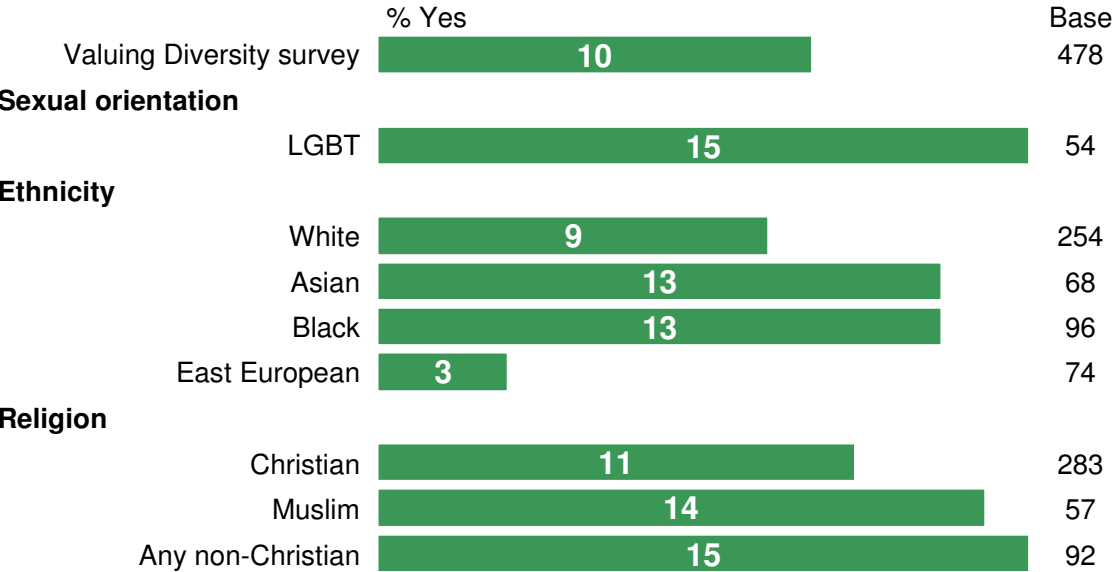


Caring responsibilities

One in ten respondents (10%) care for, or help to care for someone with a long-term illness or disability.

Caring responsibilities

Q Do you care for, or help to care for, a relative, partner or friend who has a long-term limiting illness or a disability, including problems due to old age?



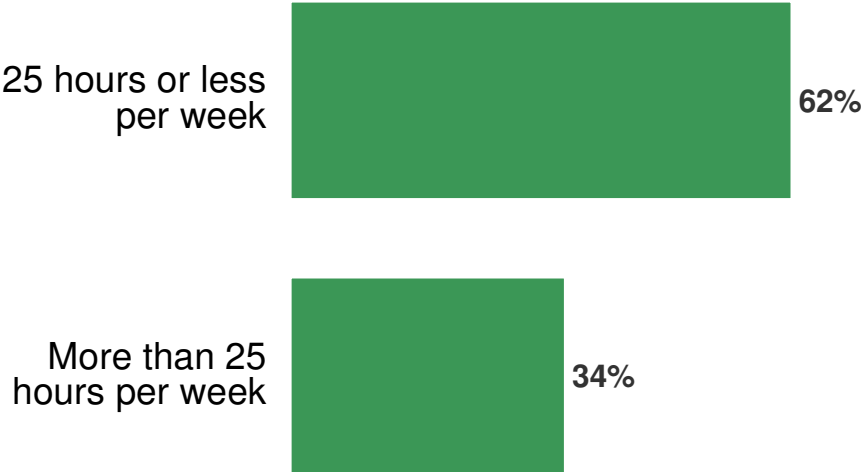
Ipsos MORI Base: All respondents



Of those respondents that do have caring responsibilities, around three in five (62%) do this for less than 25 hours per week, while a third of respondents (34%) care for someone for more than 25 hours per week.

Extent of caring responsibilities

Q In total, how many hours per week would you normally spend looking after the person you care for?



Ipsos MORI Base: All respondents who care for, or help to care for, a relative, partner, or friend who has a long term limiting illness or disability (50)



Appendix: Marked-up questionnaire

2009 VALUING DIVERSITY SURVEY TOPLINE RESULTS



Portsmouth
CITY COUNCIL

Ipsos MORI

Q. No.	Base	Question	Response	%
HOW WELL ARE WE DOING				
Q1		Public services in Portsmouth aim to celebrate different communities in the city and work together so that everyone feels included. How much do you agree or disagree that the services below respond well to the needs of different groups?		
		Education services		
	478	Pre-schools	Definitely agree	17
			Tend to agree	24
			Tend to disagree	2
			Definitely disagree	1
			Don't know	47
			Not stated	9
			Agree	41
			Disagree	3
		Primary schools	Definitely agree	19
			Tend to agree	26
			Tend to disagree	3
			Definitely disagree	1
			Don't know	42
			Not stated	9
			Agree	45
			Disagree	3
		Secondary schools	Definitely agree	14
			Tend to agree	23
			Tend to disagree	5
			Definitely disagree	3
			Don't know	45
			Not stated	11
			Agree	37
			Disagree	8
		Adult learning services	Definitely agree	17
			Tend to agree	29
			Tend to disagree	8
			Definitely disagree	4
			Don't know	34
			Not stated	10
			Agree	45
			Disagree	11
		Out of school activities	Definitely agree	12
			Tend to agree	22
			Tend to disagree	7
			Definitely disagree	3
			Don't know	45
			Not stated	11
			Agree	34
			Disagree	10
		Employment services		
		Job Centre	Definitely agree	12
			Tend to agree	22
			Tend to disagree	12
			Definitely disagree	6
			Don't know	41
			Not stated	8
			Agree	33
			Disagree	18

	Access to training	Definitely agree	11	
		Tend to agree	23	
		Tend to disagree	14	
		Definitely disagree	5	
		Don't know	38	
		Not stated	10	
		Agree	34	
	Disagree	18		
	Support for local businesses	Definitely agree	4	
		Tend to agree	14	
		Tend to disagree	9	
		Definitely disagree	5	
		Don't know	57	
		Not stated	12	
		Agree	18	
	Disagree	13		
	Environment and transport services			
	Recycling services	Definitely agree	36	
		Tend to agree	33	
		Tend to disagree	8	
		Definitely disagree	3	
		Don't know	14	
		Not stated	6	
		Agree	70	
	Disagree	11		
	Public transport	Definitely agree	27	
		Tend to agree	31	
Tend to disagree		15		
Definitely disagree		9		
Don't know		14		
Not stated		5		
Agree		57		
Disagree	24			
Health and social care services				
Your GP (family doctor)	Definitely agree	37		
	Tend to agree	43		
	Tend to disagree	6		
	Definitely disagree	4		
	Don't know	7		
	Not stated	3		
	Agree	80		
Disagree	10			
Hospitals	Definitely agree	30		
	Tend to agree	40		
	Tend to disagree	10		
	Definitely disagree	3		
	Don't know	13		
	Not stated	5		
	Agree	70		
Disagree	12			
Services for older people	Definitely agree	14		
	Tend to agree	23		
	Tend to disagree	11		
	Definitely disagree	2		
	Don't know	43		
	Not stated	7		
	Agree	38		
Disagree	13			
Services for young people	Definitely agree	10		
	Tend to agree	24		
	Tend to disagree	10		
	Definitely disagree	2		
	Don't know	46		
	Not stated	8		
	Agree	34		
Disagree	12			

	Services for people with disabilities	Definitely agree	17	
		Tend to agree	28	
		Tend to disagree	6	
		Definitely disagree	1	
		Don't know	40	
		Not stated	7	
		Agree	45	
		Disagree	8	
	Services for children and families	Definitely agree	13	
		Tend to agree	27	
		Tend to disagree	7	
		Definitely disagree	2	
		Don't know	41	
		Not stated	9	
		Agree	41	
		Disagree	9	
	Housing services			
	Council housing	Definitely agree	15	
		Tend to agree	21	
		Tend to disagree	12	
		Definitely disagree	7	
		Don't know	39	
		Not stated	6	
Agree		36		
Disagree		19		
Housing Association homes	Definitely agree	10		
	Tend to agree	19		
	Tend to disagree	9		
	Definitely disagree	7		
	Don't know	47		
	Not stated	8		
	Agree	28		
	Disagree	16		
Grants for improvements	Definitely agree	5		
	Tend to agree	16		
	Tend to disagree	7		
	Definitely disagree	5		
	Don't know	58		
	Not stated	9		
	Agree	21		
	Disagree	12		
Housing and Council Tax benefit	Definitely agree	15		
	Tend to agree	24		
	Tend to disagree	9		
	Definitely disagree	5		
	Don't know	41		
	Not stated	6		
	Agree	39		
	Disagree	14		
Leisure services				
Community centres	Definitely agree	29		
	Tend to agree	30		
	Tend to disagree	8		
	Definitely disagree	3		
	Don't know	25		
	Not stated	5		
	Agree	59		
	Disagree	11		
Libraries	Definitely agree	49		
	Tend to agree	32		
	Tend to disagree	3		
	Definitely disagree	1		
	Don't know	12		
	Not stated	4		
	Agree	80		
	Disagree	4		

	Sports/leisure facilities	Definitely agree	24	
		Tend to agree	33	
		Tend to disagree	8	
		Definitely disagree	4	
		Don't know	25	
		Not stated	6	
		Agree	57	
		Disagree	12	
	Community advice and support groups for:			
	Different cultures or ethnic backgrounds	Definitely agree	15	
		Tend to agree	29	
		Tend to disagree	12	
		Definitely disagree	6	
		Don't know	32	
		Not stated	7	
		Agree	44	
		Disagree	18	
	People with different sexual orientations	Definitely agree	5	
		Tend to agree	17	
		Tend to disagree	7	
		Definitely disagree	4	
		Don't know	58	
		Not stated	10	
		Agree	22	
Disagree		10		
Younger people and older people	Definitely agree	11		
	Tend to agree	30		
	Tend to disagree	7		
	Definitely disagree	3		
	Don't know	41		
	Not stated	8		
	Agree	41		
	Disagree	10		
People with disabilities	Definitely agree	15		
	Tend to agree	27		
	Tend to disagree	7		
	Definitely disagree	1		
	Don't know	44		
	Not stated	6		
	Agree	42		
	Disagree	8		
People of different religions or beliefs	Definitely agree	11		
	Tend to agree	27		
	Tend to disagree	9		
	Definitely disagree	3		
	Don't know	42		
	Not stated	8		
	Agree	38		
	Disagree	12		
Portsmouth City Council	Definitely agree	18		
	Tend to agree	40		
	Tend to disagree	10		
	Definitely disagree	5		
	Don't know	19		
	Not stated	8		
	Agree	58		
	Disagree	15		
Hampshire Constabulary (the Police)	Definitely agree	14		
	Tend to agree	32		
	Tend to disagree	11		
	Definitely disagree	9		
	Don't know	27		
	Not stated	7		
	Agree	46		
	Disagree	20		

Q2	478	Which THREE or FOUR actions below do you think are the most important things services need to do to improve the quality of life for everyone in Portsmouth?	Make sure everyone is safe and everyone feels safe	42
			Work together to tackle discrimination	35
			Provide good affordable homes	34
			Ensure services are welcoming, easy to get to, and easy to use	33
			Help to ensure that everyone has access to jobs	30
			Improve public transport	29
			Improve access to health care and promote healthy lifestyles	26
			Make Portsmouth a cleaner and greener city	25
			Celebrate different communities and create a sense of belonging in the city	20
			Reduce poverty	19
			Helping older people to stay in their homes	19
			Protect and support residents who need help by making sure our services fit their needs	17
			Ensure a quality local environment	16
			Ensure there are more leisure, arts and sport facilities	14
			Make sure that everyone can access lifelong learning	9
			None of these	0
			Don't know	1
Not stated	1			
YOUR LOCAL AREA				
Q3		Thinking about this local area, how much of a problem do you think each of the following are?		
	454	Noisy neighbours or loud parties	A very big problem	16
			A fairly big problem	18
			Not a very big problem	32
			Not a problem at all	34
			Problem	34
			Not a problem	66
	452	Teenagers hanging around on the streets	A very big problem	25
			A fairly big problem	25
			Not a very big problem	29
			Not a problem at all	21
			Problem	50
			Not a problem	50
	450	Rubbish and litter lying around	A very big problem	19
			A fairly big problem	29
			Not a very big problem	35
			Not a problem at all	17
			Problem	48
			Not a problem	52
	430	Vandalism, graffiti and other deliberate damage to property or vehicles	A very big problem	21
			A fairly big problem	23
			Not a very big problem	30
			Not a problem at all	26
			Problem	44
			Not a problem	56
302	People using or dealing drugs	A very big problem	24	
		A fairly big problem	20	
		Not a very big problem	24	
		Not a problem at all	32	
		Problem	44	
		Not a problem	56	
425	People being drunk or rowdy in public places	A very big problem	24	
		A fairly big problem	25	
		Not a very big problem	28	
		Not a problem at all	23	
		Problem	49	
		Not a problem	51	

	361	Abandoned or burnt out cars	A very big problem	6	
			A fairly big problem	7	
			Not a very big problem	25	
			Not a problem at all	61	
			Problem	13	
			Not a problem	87	
	360	Racial or other hate crime	A very big problem	20	
			A fairly big problem	19	
			Not a very big problem	28	
			Not a problem at all	32	
			Problem	40	
			Not a problem	60	
370	Lack of CCTV cameras or other security measures	A very big problem	21		
		A fairly big problem	24		
		Not a very big problem	27		
		Not a problem at all	29		
		Problem	44		
		Not a problem	56		
Q4	478	How much, if at all, do you think that crime levels have gone up or down in Portsmouth over the last two years?	Gone up a lot	20	
			Gone up a little	25	
			Stayed the same	16	
			Gone down a little	6	
			Gone down a lot	1	
			Don't know	30	
			Not stated	1	
			Gone up	46	
			Gone down	7	
			Q5	478	How safe would you feel walking alone in your local area after dark?
Fairly safe	31				
A bit unsafe	26				
Very unsafe	17				
Never walk alone after dark	21				
Don't know	*				
Not stated	1				
Safe	35				
Unsafe	42				
ACCESS TO EMPLOYMENT AND SERVICES					
Q6	478	Which, if any, of these things would make it difficult for you to apply for a job in Portsmouth? Concerns about discrimination due to:	My ethnic background	42	
			My age	33	
			My religion	8	
			A disability I have	8	
			My sexual orientation	5	
			Where I live	5	
			My gender	5	
			An illness I have	4	
			Other reasons:	Lack of experience	22
				Lack of qualifications	17
				I need training but I don't know what courses there are	11
				I have difficulty understanding English	11
				I need help with filling out application forms	8
		My caring responsibilities make it difficult for me		8	
		I'm not sure where to find out about jobs		6	
		Nothing – I would not find it difficult	I struggle a bit with reading and writing	5	
			Other	8	
			Nothing – I would not find it difficult	20	
		Not stated	5		

Q7	478	Which, if any, of these services do you use or benefit from?		
		Education services	Pre-schools	14
			Primary schools	17
			Secondary schools	13
			Adult learning services	19
			Out of school activities	12
		Employment services	Job centre	16
			Access to training	11
			Support for local businesses	3
		Environment and transport services	Recycling services	67
			Public transport	57
		Health and social care services	Your GP	85
			Hospitals	61
			Services for older people	12
			Services for young people	7
			Services for people with disabilities	10
		Housing services	Services for children and families	12
			Council housing	16
			Housing Association homes	10
			Grants for improvements	4
		Leisure services	Housing and Council Tax benefit	22
			Community centres	36
Libraries	65			
Community advice and support groups for:	Sports/leisure facilities	33		
	Different cultures or ethnic backgrounds	17		
	People with different sexual orientations	4		
	Younger people and older people	8		
	People with disabilities	10		
	People of different religions or beliefs	6		
	Portsmouth City Council	37		
	Hampshire Constabulary (the Police)	22		
Q8	478	And which, if any, would you like to use, but currently do not?		
		Education services	Pre-schools	7
			Primary schools	6
			Secondary schools	6
			Adult learning services	19
			Out of school activities	11
		Employment services	Job centre	10
			Access to training	22
			Support for local businesses	15
		Environment and transport services	Recycling services	3
			Public transport	10
		Health and social care services	Your GP	4
			Hospitals	5
			Services for older people	7
			Services for young people	8
			Services for people with disabilities	5
		Housing services	Services for children and families	9
			Council housing	15
			Housing Association homes	14
			Grants for improvements	21
		Leisure services	Housing and Council Tax benefit	14
			Community centres	15
Libraries	8			
Community advice and support groups for:	Sports/leisure facilities	26		
	Different cultures or ethnic backgrounds	19		
	People with different sexual orientations	8		
	Younger people and older people	7		
	People with disabilities	5		
	People of different religions or beliefs	10		
	Portsmouth City Council	10		
	Hampshire Constabulary (the Police)	12		

Q9	323	Why don't you use the service(s) in question 8 that you would like to use?	I was not aware of it – no information on the service	28	
			The service is too expensive	22	
			Not enough services in the area	21	
			I haven't got round to doing it	19	
			The service isn't easy to get to	13	
			The opening times are not convenient	11	
			I have difficulty understanding English	11	
			The service is not welcoming	9	
			The service is not sensitive to my individual needs	9	
			My caring responsibilities make it difficult for me	6	
			Disability makes it difficult for me	5	
			Illness makes it difficult for me	3	
			I have problems getting in and out of the building	3	
			Other	4	
			Don't know	9	
Not stated	11				
Q10	469	Do you think older people in your area can get the services and support they need to live at home for as long as they want to? (This includes help from public, private or voluntary services or from family, friends and others in the community.)	Yes	31	
			No	22	
			Don't know	48	
Q11	478	How would you prefer to contact public services when you're asking for help or information?	By phone	44	
			In person	34	
			Through a website	6	
			In writing (email)	6	
			Through someone else	6	
			In writing (letter, fax)	3	
			Via a webcam on a computer	*	
			By a special text number	0	
			By typetalk	0	
Not stated	2				
DISCRIMINATION					
Q12	478	We are working together to stop discrimination and make improvements in Portsmouth. What do you think are the most important actions public services need to take?	Listening to different communities	39	
			Identifying what stops people from using their service and making it easier to use	37	
			Employing more people from diverse communities	37	
			Training staff about discrimination issues	24	
			Measuring how good or bad the service is at stopping discrimination	13	
			Making sure that Language Line is available	14	
			Other	2	
			Don't know	5	
			Not stated	2	
Q13	478	Which, if any, of the following public services have you ever felt discriminated against you in any way?			
			Education services	Pre-schools	4
				Primary schools	5
				Secondary schools	6
				Adult learning services	4
				Out of school activities	3
			Employment services	Job centre	8
				Access to training	5
				Support for local businesses	1
			Environment and transport services	Recycling services	4
				Public transport	13
			Health and social care services	Your GP	11
				Hospitals	9
				Services for older people	2
Services for young people	2				
Services for people with disabilities	3				
Services for children and families	2				

		Housing services	Council housing	9
			Housing Association homes	4
			Grants for improvements	2
			Housing and Council Tax benefit	5
		Leisure services	Community centres	3
			Libraries	4
			Sports/leisure facilities	4
		Community advice and support groups for:	Different cultures or ethnic backgrounds	6
			People with different sexual orientations	1
			Younger people and older people	2
			People with disabilities	2
			People of different religions or beliefs	5
			Portsmouth City Council	5
			Hampshire Constabulary (the Police)	10
			Other	5
			None of these	25
Q14	478	And have you ever reported the discrimination from any of these? <i>(All who were discriminated against)</i>		
		Education services	Pre-schools	*
			Primary schools	1
			Secondary schools	1
			Adult learning services	1
			Out of school activities	*
		Employment services	Job centre	1
			Access to training	1
			Support for local businesses	0
		Environment and transport services	Recycling services	*
			Public transport	2
		Health and social care services	Your GP	1
			Hospitals	1
			Services for older people	0
			Services for young people	0
			Services for people with disabilities	1
			Services for children and families	*
		Housing services	Council housing	1
			Housing Association homes	1
			Grants for improvements	*
			Housing and Council Tax benefit	1
		Leisure services	Community centres	*
			Libraries	0
			Sports/leisure facilities	*
		Community advice and support groups for:	Different cultures or ethnic backgrounds	*
			People with different sexual orientations	0
			Younger people and older people	0
			People with disabilities	1
			People of different religions or beliefs	*
			Portsmouth City Council	*
			Hampshire Constabulary (the Police)	2
			Other	1
			None of these	9
Q15	204	What form(s) did the discrimination take? <i>(All who were discriminated against)</i>	Generally unfriendly	45
			Rude comments or behaviour	39
			Didn't really listen to me	29
			Not sensitive to my individual needs	25
			Ignored me or spoke to someone I was with	17
			Served other people before me	15
			Weren't able to give me information in the way I needed it	15
			Harassment/physical abuse/intimidation	12
			Had no minority staff	8
			Had problems getting in and out of the building	6
			Other	5
			Not stated	13

Q16	183	Why did you not report the discrimination? (All who were discriminated against but did not report it)	I felt it wouldn't do any good	43
			I was afraid of future problems with the service	26
			I didn't know who to report it to	25
			I didn't know that I could report it	20
			I had problems before and reported it but nothing changed	16
			People to report it to were not approachable	11
			People to report it to were not sensitive to my individual needs	11
			I have difficulty understanding English	7
			Meant to – did not get round to it	4
			Other reason	3
			Don't know	2
Not stated	15			
FEELING INVOLVED IN THE COMMUNITY				
Q17	478	How much do you agree or disagree with each of the comments below?		
			I can help shape decisions about my local area	
			Definitely agree	12
			Tend to agree	29
			Tend to disagree	18
			Definitely disagree	18
			Don't know	19
			Not stated	4
			Agree	41
			Disagree	35
			I am given the chance to comment on public services in my local area	
			Definitely agree	8
			Tend to agree	26
			Tend to disagree	23
			Definitely disagree	19
			Don't know	19
			Not stated	5
			Agree	34
			Disagree	42
		Q18	346	To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?
Tend to agree	53			
Tend to disagree	24			
Definitely disagree	10			
Agree	67			
Disagree	33			
Q19	115	Why do you think your local area is not a place where people from different backgrounds get on well together? (All who disagree that their local area is a place where people from different backgrounds get on well together)	People not mixing with others	57
			People hold prejudiced views	56
			A lack of respect or concern for other people	54
			A lack of community spirit	33
			People speak different languages	22
			A lack of meeting places	15
			Children from different backgrounds go to separate schools	9
			Other	2
Q20	478	Do you know who your local Councillor is?	Yes	36
			No	62
			Not stated	1
Q21	478	Have you asked for any help or advice from your local Councillor in the last 2 years or so?	Yes	33
			No	66
			Not stated	1
Q22	413	Why have you not asked for any help, advice or support from your local Councillor in the last 2 years or so? (All who have not asked for help, advice or support from their local Councillor in the last two years)	Haven't needed to	55
			I wasn't aware that I could contact them	22
			I didn't know how to contact them	19
			I didn't think they would be able to help me	14
			Language barrier	6
			I don't find them approachable	6
			Meant to – did not get round to it	2
			Other reason	4
			Don't know	3
			Not stated	5

Q23	454	How often over the last year have you given unpaid help to any group(s), club(s) or organisation(s)?	At least once a week	20
			Less than once a week but at least once a month	14
			Less often	10
			I give unpaid help as an individual only and not through group(s), club(s) or organisation(s)	7
			I have not given any unpaid help at all over the last 12 months	48
Q24	478	Do you care for, or help to care for, a relative, partner or friend who has a long-term limiting illness or a disability including problems due to old age?	Yes – a long-term illness	4
			Yes – a disability	7
			No	84
			Not stated	5
			Yes (any)	10
Q25	478	In total, how many hours per week would you normally spend looking after the person you care for?	25 hours or less per week	62
			More than 25 hours per week	34
			Not stated	4
LOOKING FORWARD				
Q26	478	Which two or three, if any, of these are your MAIN priorities for the future?	Financial security	56
			Being fit and healthy	52
			Living in a safe area	49
			Having a good job	40
			Having your own place to live	36
			Living in an area with no discrimination	27
			Living in a clean and green area	17
			Other	2
			None of these	0
			Not stated	2
ABOUT YOURSELF				
Q27	478	What is your gender?	Male	36
			Female	60
			Not stated	5
Q28	478	Do you consider yourself to have gender dysphoria? A person with gender dysphoria experiences anxiety, uncertainty or persistently uncomfortable feelings about the gender they were born with.	Yes	1
			No	85
			Prefer not to say	1
			Not stated	13
Q29	478	What age group are you in?	16-17	1
			18-24	12
			25-34	26
			35-64	39
			65 and over	16
			Prefer not to say	1
			Not stated	4
Q30	478	What is your religion or belief?	Baha'i	0
			Buddhist	1
			Christian	59
			Hindu	1
			Jewish	*
			Muslim	12
			Sikh	0
			Other	5
			None/no religion	11
			Don't know	1
			Prefer not to say	2
			Not stated	8

Q31	478	Which of these groups do you consider yourself to belong to?	White	British	33
				Irish	1
				Kurdish	2
				Polish	11
				Other Eastern European background	2
				Any other White background	4
			Mixed	White & Black Caribbean	*
				White & Black African	*
				White & Asian	*
				Any other Mixed background	1
			Black or Black British	Black British	*
				Caribbean	3
				African	17
				Any other Black background	*
			Asian or Asian British	Indian	1
				Pakistani	1
				Bangladeshi	8
				Any other Asian background	5
			Other ethnic group	Chinese	5
				Gypsy or Traveller	0
Any other ethnic group	*				
Prefer not to say	0				
Not stated	5				
Q32	478	What sexual orientation do you identify with?	Heterosexual	78	
			Gay man	5	
			Gay woman/lesbian	2	
			Bisexual	3	
			Other	*	
			Prefer not to say	4	
			Not stated	7	
Q33	478	The Disability Discrimination Act 1995 defines a person as disabled if they have a physical or mental impairment which has lasted, or is expected to last at least 12 months and has an adverse effect on the person's ability to carry out normal day-to-day activities. Do you consider yourself to have a disability under this definition?	Yes	16	
			No	78	
			Not stated	6	
Q34	76	Which of the following apply to you? (All those with a disability)	Physical impairment such as difficulty using your arms or mobility issues which means using a wheelchair or crutches	34	
			Sensory impairment such as being blind/having a serious visual impairment or being deaf/having a serious hearing impairment	43	
			Mental health condition such as depression or schizophrenia	12	
			Learning disability (such as Down's syndrome or dyslexia) or cognitive impairment (such as autism or head injury)	4	
			Long term illness or health condition such as cancer, HIV, diabetes, chronic heart disease or epilepsy	25	
			Other disability	18	

Q35	478	Which of these activities best describes what you are doing at present?	Employee in full-time job (30 hours plus per week)	31
			Employee in part-time job (under 30 hours per week)	12
			Self employed full or part-time	2
			On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)	*
			Full-time education at school, college or university	10
			Unemployed and available for work	6
			Unable to work because of permanent illness	1
			Unable to work because of a disability	3
			Unable to work because of caring responsibilities	3
			Wholly retired from work	15
			Looking after the home	6
			Doing something else	4
			Prefer not to say	3
			Not stated	4
			Working	46
Not working	48			