



**Cumbria County Council
Community Voice Literal Report
Spring 2007**



June 2007

CONTENTS

INTRODUCTION	Page 3
METHODOLOGY	Page 3
EXECUTIVE SUMMARY	Page 4-14

INTRODUCTION

The Community Voice is a representative panel of residents in Cumbria. Cumbria County Council consults with the panel 3 to 4 times per year, usually via a telephone or postal methodology. The questionnaire content focuses on satisfaction with services provided by the council or social/policy related issues. This questionnaire covered issues facing Britain today; perceived friendliness of neighbourhoods; community ties; views on prejudice and public services in Cumbria.

METHODOLOGY

3000 self-completion questionnaires were sent out to the members of the Community Voice Panel for Cumbria in April 2007. 1128 responses were sent back to CN Research by the deadline of 1st May 2007, which is a response rate of 37.6%.

The data from the questionnaires was input into our survey software SNAP. The 1128 responses give a confidence interval of 2.9% at the 95% confidence level.

EXECUTIVE SUMMARY

SECTION 1: THE BIG ISSUES IN BRITAIN

- The panel feel the main two or three problems facing Britain today are law and order (65.5%); race relations/immigration (43.5%) and drug abuse (31%)

SECTION 2: YOUR NEIGHBOURS AND NEIGHBOURHOOD

- 83% of Cumbrians regularly stop and talk to people in their neighbourhood
- 76% think of themselves as similar to the people who live in their neighbourhood
- 52% agree they borrow things and exchange favours with their neighbours
- 56% say they could go to someone in their neighbourhood if they needed advice about something
- 71% of Cumbrians agree the friendships and associations they have made with other people in their neighbourhood mean a lot to them
- 48% say they trust most people in their neighbourhood, 30% trust many people in their neighbourhood
- 60% of Cumbrians agree that their local area is a place where people from different backgrounds get on well together
- 89% of ten Cumbrians are satisfied with their neighbourhood as a place to live

SECTION 3: WHERE DO YOU BELONG?

- 32% of Cumbrians had a very strong feeling of belonging to their neighbourhood/village. 34% rated this as 2 on a scale of 1-5 which suggests a strong feeling of belonging. 2% rated this as 5 (no feeling of belonging at all)

- 17% of Cumbrians had a very strong feeling of belonging to their district. 32% rated this as 2 and 5% did not feel that they belonged to their district at all
- 28% of Cumbrians had a very strong feeling of belonging to Cumbria. 33% rated this as 2, and 3% rated this as 5
- 19% had a very strong feeling of belonging to the North West region. 26% rated this as 2 and 9% rated this as 5
- 41% of Cumbrians had a very strong feeling of belonging to England. 28% rated it as 2 and 4% said they did not feel as though they belonged to England at all
- 34% of Cumbrians had a very strong feeling of belonging to the UK. 30% rated it as 2 and 5% said they did not feel as though they belonged to the UK at all
- 12% of Cumbrians had a very strong feeling of belonging to Europe. 17% rated it as 2 and 42% rated this as '4' or '5', suggesting they do not feel as though they belong to Europe
- 45% of all Cumbrians had a very strong feeling of belonging to their family's country of origin. 28% rated it as 2 and 3% rated this as 5

SECTION 4: DIVERSITY IN CUMBRIA

- 47% say there is generally more racial prejudice in Britain than there was 5 years ago. 34% says it is about the same and 11% say it is less now
- When asked about racial prejudice in Cumbria, 56% said it is about the same as it was 5 years ago. 23% say it is more now and 10% say it is less now
- 49% think there will be more racial prejudice in Britain generally in 5 years time
- 35% of the panel thinks that there will be more racial prejudice in Cumbria in the next 5 years, 43% think it will be the same and 11% thinks it will be less

- 29% of the panel estimated less than 10% of the British population belong to a non-white 'ethnic or racial group'; 23% said between 11-20%; 18% said between 21-30%; 12% said between 31-40% and 8% said more than 40%
- Most of the panel estimated a low number of the British population belong to a non-white 'ethnic or racial group' in Cumbria. 38% said 1-5% and 30% said less than 1%
- 41% of Cumbrians agree 'it is a good thing Britain is a multi-cultural society' 24% disagree

SECTION 5: MIGRATION IN BRITAIN AND CUMBRIA

- 54% of the panel agree with the statement that 'too much is done to help migrants at the moment'. 14% disagree
- 65% agree with the statement 'there are too many migrants in Britain', 14% disagree
- 37% agree with the statement 'migrants make a positive contribution to the local economy and culture', 21% disagree
- 75% of the panel agree with the statement 'refugees come to Britain because they think Britain is a 'soft touch'. 10% disagree
- 49% agree with the statement 'those settling in this country should not maintain the culture and lifestyle they had at home'. 21% disagree
- 26% of panel members agree that 'it would upset me if a family of asylum seekers moved into my street/neighbourhood'. 34% disagree
- 18% agree with the statement 'there are too many migrants in Cumbria'. 32% disagree with the statement

SECTION 6: DIFFERENT GROUPS IN SOCIETY

- According to the panel, the 3 groups most likely to experience prejudice and discrimination in England are 'refugees/asylum seekers' (49%); Muslims (45%) and travellers/gypsies (35%)

- In Cumbria the panel thinks the groups most likely to experience prejudice and discrimination are Travellers/gypsies (42%); refugees/asylum seekers (32%) and people from ethnic minorities (30.5%)
- 53% of the panel knows someone who is prejudiced against people from a different ethnic group to their own
- 12% of the panel knows someone who is prejudiced against disabled people. 88% do not
- 45% knows someone who is prejudiced against gay and lesbian people. 55% do not
- 47% knows someone who is prejudiced against gypsies or travellers. 53% do not
- 27% of the panel knows someone who is prejudiced against religious minorities. 73% do not
- 31% knows someone who is prejudiced against East European migrant workers. 69% do not
- The three groups most mentioned by the panel as feeling less positive towards are travellers/gypsies (39%); refugees/asylum seekers (30%) and Muslims (28%).
- The four main influences on people's views about feeling less positive about the groups are: television (35%); newspapers (31%); law and public policy (27%).
- On a scale of 1 to 5, where 1 is totally comfortable and 5 is totally uncomfortable, 55% would be totally comfortable if their GP was from a different ethnic group to their own. 28% rated this as 2 and 2% rated this as 5
- 48% would be totally comfortable (rated 1) if their teacher was from a different ethnic group to their own. 28% rated this as 2 and 2% rated this as 5

- 47% would be totally comfortable if their boss in a new job was from a different ethnic group to their own. 27% rated this as 2, suggesting they would be comfortable with this. 2% rated this as 5
- 50% of the panel would be totally comfortable if the partner of a close relative or friend was from a different ethnic group to their own. 27% rated this as 2, suggesting they would be comfortable with this. 1% rated this as 5
- 58% would be totally comfortable if their local Police Officer or PCSO was from a different ethnic group to their own. 27% rated this as 2, suggesting they would be comfortable with this. 2% rated this as 5
- 36% of the panel would be comfortable going into a pub where most of the customers were from a different ethnic group to their own (rated 1 or 2). 31% would not be comfortable with this (rated 4 or 5)
- 48% of the panel would be totally comfortable if their GP were gay or lesbian. 20% rated this as 2, suggesting they would be comfortable with this. 8% rated this as 5
- 46% of the panel would be totally comfortable if their teacher were gay or lesbian. 21% rated this as 2 and 7% rated this as 5
- 50% of the panel would be totally comfortable if their boss in a new job were gay or lesbian. 20% rated this as 2 and 5% rated this as 5
- 47% would be totally comfortable if the partner of a close relative or friend were gay or lesbian. 21% rated this as 2 and 6% rated this as 5
- 50% would be totally comfortable if their local Police Officer or PCSO were gay or lesbian. 21% rated this as 2 and 6% rated this as 5
- 44% of the panel would be comfortable going into a pub where most of the customers were gay or lesbian (rated 1 or 2). 31% would not be comfortable (rated 4 or 5)
- 70% would be totally comfortable if their GP was disabled. Over a 21% rated this as 2 and less than 1% rated this as 5

- 70% would be totally comfortable if their teacher was disabled. 20% rated this as 2 and less than 1% rated this as 5
- 69% would be totally comfortable if their boss in a new job was disabled. 20% rated this as 2 and less than 1% rated this as 5
- 70% would be totally comfortable if the partner of a close relative or friend was disabled. 20% rated this as 2, suggesting they would be comfortable with this and less than 1% rated this as 5
- 62% would be totally comfortable if their local Police Officer or PCSO was disabled. 21% rated this as 2 and 3% rated this as 5
- 77% of the panel would be comfortable in a social situation in which most of the people were disabled (rated 1 or 2). 6% would be uncomfortable with this (rated 4 or 5)
- 11 panel members (1.1%) are from a black or minority ethnic group
- 101 panel members (9.7%) are disabled
- 14 panel members (1.4%) are gay or lesbian
- 2 panel members (0.2%) are gypsies or travellers
- 24 panel members (2.3%) are from a religious minority
- 2 panel members (0.2%) are Eastern European migrant workers
- 66% of the panel know someone from a black or minority ethnic group. 34% does not
- 86% knows someone that is disabled. 14% does not
- 76% knows someone that is gay or lesbian. 24% does not
- 14% knows someone that is a gypsy/traveller. 86% does not
- 42% knows someone that is part of a religious minority. 58% does not
- 24% knows someone that is an Eastern European migrant worker. 76% does not

SECTION 7: PUBLIC SERVICES IN CUMBRIA

- 75% of the panel are confident that someone from a black or ethnic minority would receive a fair treatment from the Police. 9% would not be confident they would receive a fair treatment
- 83% are confident that someone from a black or ethnic minority would receive a fair treatment from Social Services. 4% would not be confident
- 88% are confident that someone from a black or ethnic minority would receive a fair treatment from the Fire Service. 1% would not be confident
- 86% are confident that someone from a black or ethnic minority would receive a fair treatment from the Education/Schools. 3% would not be confident
- 81% are confident that someone from a black or ethnic minority would receive a fair treatment from the County courts. 5% would not be confident
- 93% are confident that someone from a black or ethnic minority would receive a fair treatment from their GP. 1% would not be confident they would receive a fair treatment
- 90% are confident that someone from a black or ethnic minority would receive a fair treatment from libraries. Less than 1% would not be confident
- 92% are confident that someone from a black or ethnic minority would receive a fair treatment from the hospital. 1% would not be confident
- 79% are confident that someone from a black or ethnic minority would receive a fair treatment from housing services. 4% would not be confident
- 83% are confident that someone from a black or ethnic minority would receive a fair treatment from leisure and recreation services. 2% would not be confident
- 81% are confident that someone from a black or ethnic minority would receive a fair treatment from local councils generally. 4% would not be confident

- 71% are confident that someone that is gay or lesbian would receive a fair treatment from the Police. 9% would not be confident they would receive a fair treatment
- 84% are confident that someone that is gay or lesbian would receive a fair treatment from Social Services. 3% would not be confident
- 81% are confident that someone that is gay or lesbian would receive a fair treatment from the Fire Service. 4% would not be confident
- 77% are confident that someone that is gay or lesbian would receive a fair treatment from Education/Schools. 5% would not be confident
- 82% are confident that someone that is gay or lesbian would receive a fair treatment from the County Courts. 3% would not be confident
- 87% are confident that someone that is gay or lesbian would receive a fair treatment from their GP. 2% would not be confident
- 87% are confident that someone that is gay or lesbian would receive a fair treatment from libraries. 1% would not be confident
- 86% are confident that someone that is gay or lesbian would receive a fair treatment from hospitals. 2% would not be confident
- 76% are confident that someone that is gay or lesbian would receive a fair treatment from housing services. 4% would not be confident
- 79% are confident that someone that is gay or lesbian would receive a fair treatment from leisure and recreation services. 4% would not be confident
- 79% are confident that someone that is gay or lesbian would receive a fair treatment from the local councils generally. 3% would not be confident

- 70% are confident that someone that is young would receive a fair treatment from the Police. 14% would not be confident
- 76% are confident that someone that is young would receive a fair treatment from the Social Services. 8% would not be confident

- 88% are confident that someone that is young would receive a fair treatment from the Fire Service. 2% would not be confident
- 88% are confident that someone that is young would receive a fair treatment from Education/Schools. 3% would not be confident
- 77% are confident that someone that is young would receive a fair treatment from the County courts. 7% would not be confident
- 91% are confident that someone that is young would receive a fair treatment from their GP. 2% would not be confident
- 87% are confident that someone that is young would receive a fair treatment from the libraries. 2% would not be confident
- 90% are confident that someone that is young would receive a fair treatment from the hospital. 2% would not be confident
- 67% are confident that someone that is young would receive a fair treatment from the housing services. 9% would not be confident
- 83% are confident that someone that is young would receive a fair treatment from the leisure and recreation services. 3% would not be confident
- 74% are confident that someone that is young would receive a fair treatment from the local councils generally. 7% would not be confident

- 87% are confident that someone that is old would receive a fair treatment from the Police. 6% would not be confident
- 74% are confident that someone that is old would receive a fair treatment from the Social Services. 13% would not be confident
- 91% are confident that someone that is old would receive a fair treatment from the Fire Service. 3% would not be confident
- 61% are confident that someone that is old would receive a fair treatment from Education/Schools. 8% would not be confident
- 85% are confident that someone that is old would receive a fair treatment from the County courts. 4% would not be confident

- 88% are confident that someone that is old would receive a fair treatment from their GP. 4% would not be confident
- 90% are confident that someone that is old would receive a fair treatment from libraries. 2% would not be confident
- 77% are confident that someone that is old would receive a fair treatment from hospitals. 12% would not be confident
- 72% are confident that someone that is old would receive a fair treatment from housing services. 10% would not be confident
- 67% are confident that someone that is old would receive a fair treatment from leisure and recreation services. 12% would not be confident
- 71% are confident that someone that is old would receive a fair treatment from local councils generally. 10% would not be confident

- 88% of panel members are confident that someone that is disabled would receive a fair treatment from the Police. 4% would not be confident they would receive a fair treatment
- 85% are confident that someone that is disabled would receive a fair treatment from Social Services. 5% would not be confident
- 92% are confident that someone that is disabled would receive a fair treatment from the Fire Service. 3% would not be confident
- 79% are confident that someone that is disabled would receive a fair treatment from Education/Schools. 5% would not be confident
- 89% are confident that someone that is disabled would receive a fair treatment from the County courts. 2% would not be confident
- 87% are confident that someone that is disabled would receive a fair treatment from Health services. 4% would not be confident
- 92% are confident that someone that is disabled would receive a fair treatment from their GP. 2% would not be confident
- 88% are confident that someone that is disabled would receive a fair treatment from libraries. 2% would not be confident

- 89% are confident that someone that is disabled would receive a fair treatment from hospitals. 3% would not be confident
- 76% are confident that someone that is disabled would receive a fair treatment from housing services. 6% would not be confident
- 70% are confident that someone that is disabled would receive a fair treatment from leisure and recreation services. 10% would not be confident
- 75% are confident that someone that is disabled would receive a fair treatment from local councils generally. 6% would not be confident

SECTION 8: ABOUT YOU

- 48% of the panel is male and 52% is female
- Overall, eight out of ten panel members has qualifications
- 13.5% of the panel are aged 16-39; 55.3% are aged 40-64 and 31.2% are aged 65+
- Over half the panel are in employment
- A quarter of the panel has a long term illness, health problem or disability which limits their daily activities
- Less than one in ten panel members think of themselves as a disabled person
- Over a third of the panel consider themselves to have 'no religion' and over three fifths consider themselves to be 'Christian'
- 95.6% of the panel consider themselves to be British, a further 2.3% consider themselves to be 'other white'. 1.4% consider themselves to belong to ethnic minority groups and 0.7 said 'other'
- 93.5% describe themselves as heterosexual. 1.5% describes themselves as bisexual and 1% describes themselves as lesbian or gay. 4% preferred not to say