



Research Report  
July 2021 Viewpoint Survey  
South Gloucestershire Council

Report produced by:

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Department for Environment and Community Services

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# Key Findings

## Nature Emergency

- 20% of all respondents were aware of the Council's Climate Emergency Declaration.
- 95% of respondents were not aware of what the Council's Climate Emergency involves.
- 80% of respondents were not aware of the difference between Climate Change and the Nature Emergency.
- **Men** were also more likely to have heard of the Council's Climate Emergency Declaration than women (23% men vs 16% women).
- **Disabled** respondents were more likely than non-disabled respondents to be aware of the ways to help reduce the effects of the Nature Emergency (29% disabled vs 16% non-disabled).
- **Non-disabled** respondents were more likely to have used outside spaces than disabled respondents (70% non-disabled vs 46% disabled).
- The majority of respondents would like to receive more information about the Nature Emergency (74%).
- The majority of respondents would like to receive information about the Nature Emergency via email (67%).

## Community Support

- Those aged between **45-64** were more likely to feel they were not eligible for support than any other age category (64%). Respondents aged between **16-34** were more likely to be unsure of the support available (59%).
- Over half of respondents were not aware of any types of community support available (60%).
- **BAME** respondents were considerably more likely to be struggling with education than white respondents (71% BAME vs 4% white).
- For the majority of respondents their income had not reduced since the start of the Covid-19 pandemic. (76%).
- The majority of respondents were still able to meet their household expenditure (89%).
- The most common reason for reduction in income was a redundancy in the household (45%).
- The majority of respondents do not currently volunteer (76%).
- Other themes included age preventing some respondents from volunteering (31 comments), already caring for a friend/family member (23 comments), work commitments (9 comments) and covid-19 (9 comments).
- The type of support most respondents think should be a priority is emotional and wellbeing support (64%).

# Introduction

The following report provides a summary of findings from a survey by South Gloucestershire Council's Viewpoint panel. Members of South Gloucestershire Council's Viewpoint panel were asked for their feedback on the impacts of Coronavirus on their day to day lives.

## Methodology

The survey was sent to all 2,377 members of South Gloucestershire Council's Viewpoint panel either by post (84%) or by email (16%). The survey was open from 25<sup>th</sup> June – 23<sup>rd</sup> July 2021. .

## Sample and Response

949 completed surveys were received giving a response rate of 40%.

The panel aims to be as representative of the population of South Gloucestershire as possible and any over- or under-representations with regards to certain demographics are balanced by weighting the data to match the proportions present in the population. Quantitative data has been weighted according to population information taken from the 2011 Census (Office for National Statistics). The results are weighted by gender, ethnicity (White and BAME), age (working age vs. non working age) and geography (priority neighbourhood and rest of the district).

There are five priority neighbourhoods in South Gloucestershire: Cadbury Heath, Kingswood, Patchway, Staple Hill and Yate & Dodington. These areas were defined using the English Indices of Deprivation as areas where higher numbers of people do not achieve their full potential, have poorer health outcomes, are employed in less well paid jobs or are unemployed and have higher levels of crime. For further information please visit <http://www.southglos.gov.uk/community-and-living/stronger-communities/priority-neighbourhoods/>.

## Reporting

Base numbers shown for graphs/charts in this report reflect the weighted number. Qualitative data (comments questions) has not been weighted.

For each survey question, the difference in views of different sample groups have been tested for significance at a 95% confidence level. Key significant findings are highlighted throughout this report.

Sums of percentages reported in this document may deviate from the actual total due to rounding. Greater deviations from 100% occur where respondents were able to choose multiple options and percentages are based on the number of respondents.

A full list of all comments made is available on request; due to the large number of individual comments made it has not been possible to include the full text of all comments within the main body of this report.

This following pages present the survey findings by subject area and follows the format of the questionnaire (A copy of the questionnaire is available on request).



## Nature Emergency

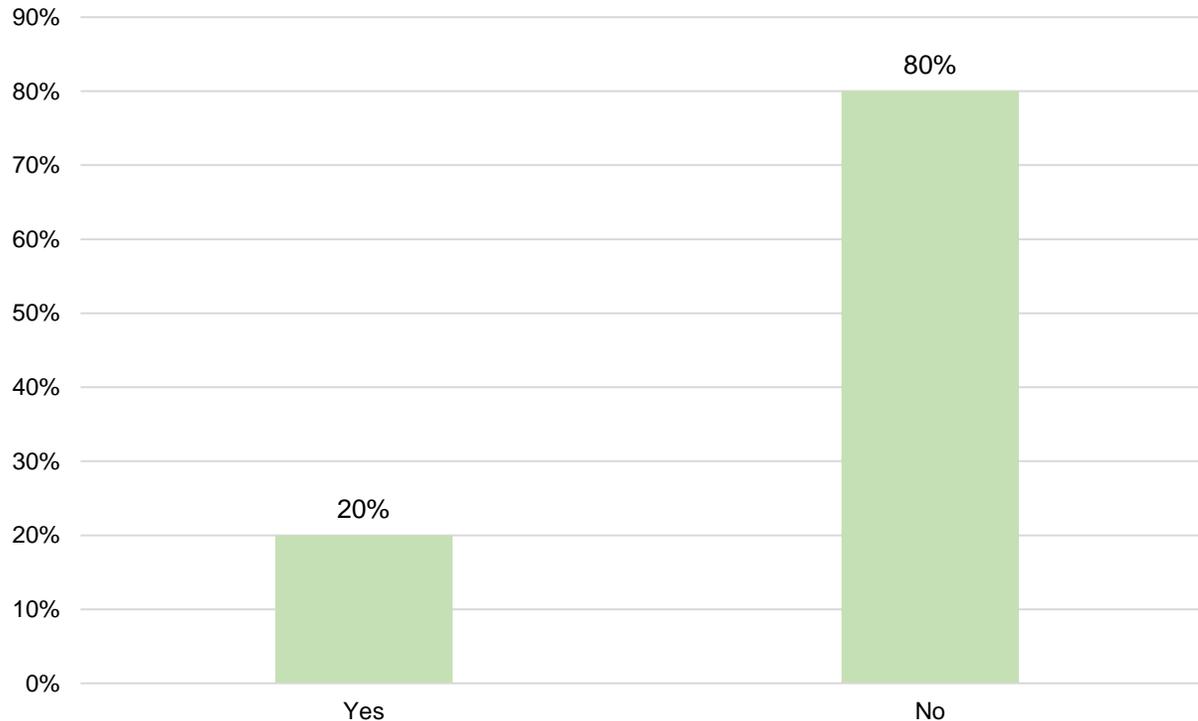
The first few questions aimed to gain an understanding of residents' views on the Climate and Nature Emergency; including if residents are aware of the impacts on themselves and the environment, what they can do to help and how the Council is currently addressing these issues.

# Awareness of the Council's Climate Emergency Declaration

(Question 1)

The majority of respondents were not aware of the Council's Climate Emergency Declaration (80%).

Are you aware of the Council's Climate Emergency Declaration?



Base: n=946

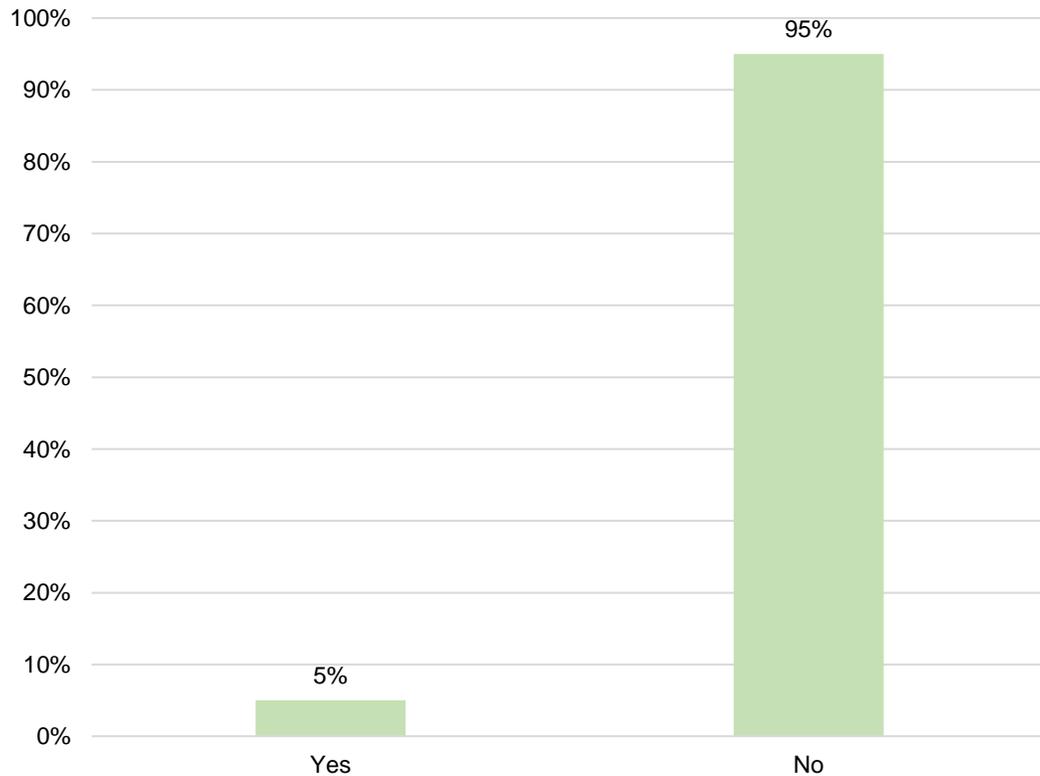
- 80% of respondents were not aware of the Council's Climate Emergency Declaration.
- Respondents aged between **45-64** were more likely to be aware of the Council's Climate Emergency Declaration (25%). Those aged between 16-34 were least likely to be aware of the Council's Climate Emergency Declaration (14%).
- **Disabled** respondents were more likely to be aware of the Council's Climate Emergency Declaration than non-disabled respondents (26% disabled vs 19% non-disabled).
- **Men** were also more likely to have heard of the Council's Climate Emergency Declaration than women (23% men vs 16% women).
- **Pilning and Severn Beach** was the ward where residents were most likely to be aware of the Council's Climate Emergency Declaration (46%).

# Council's Climate Emergency Declaration

(Question 2)

The majority of respondents are not aware of what the Council's Climate Emergency Declaration involves (95%)

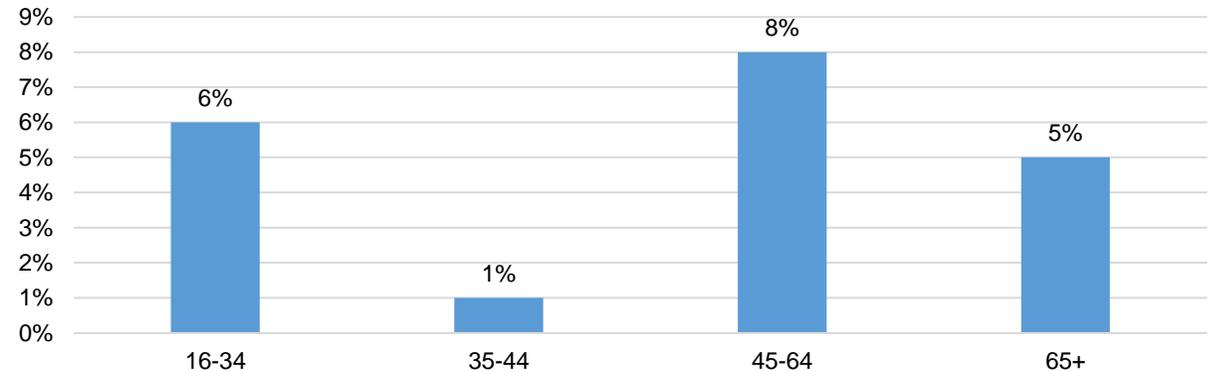
Are you aware of what the Council's Climate Emergency involves?



Base: n= 945

- 95% of respondents were not aware of what the Council's Climate Emergency involves.
- **Men** were more likely to be aware of what the Council's Climate Emergency involves than women (6% men vs 4% women).
- Respondents aged between **45-64** were the age category most likely to be aware of what the Council's Climate Emergency Declaration involves (8%). Respondents aged between 35-44 were least likely to be aware of what the Climate Emergency Declaration involves (1%).
- **Severn Vale** was the ward where residents were most likely to be aware of what the Climate Emergency Declaration involves (23%).

Are you aware of what the Council's Climate Emergency involves?



# Please state what you know of the Council's Climate Emergency Declaration

(Question 3)

Please state what you know of the Council's Climate Emergency Declaration:	
Comments:	Count:
Nothing/unaware of declaration	465
Less pollution/carbon emissions	46
Climate change	16
More trees/green areas/protect biodiversity	14
Misc	7
Recycling/reduce waste	6
Need better access to information	4
Aware of the hard work the Council does	2
Reduction in meat consumption	1
Less fossil fuels used	1

Respondents were asked to detail any information they had regarding the Council's Climate Emergency Declaration,. 539 comments were left. 7 were miscellaneous.

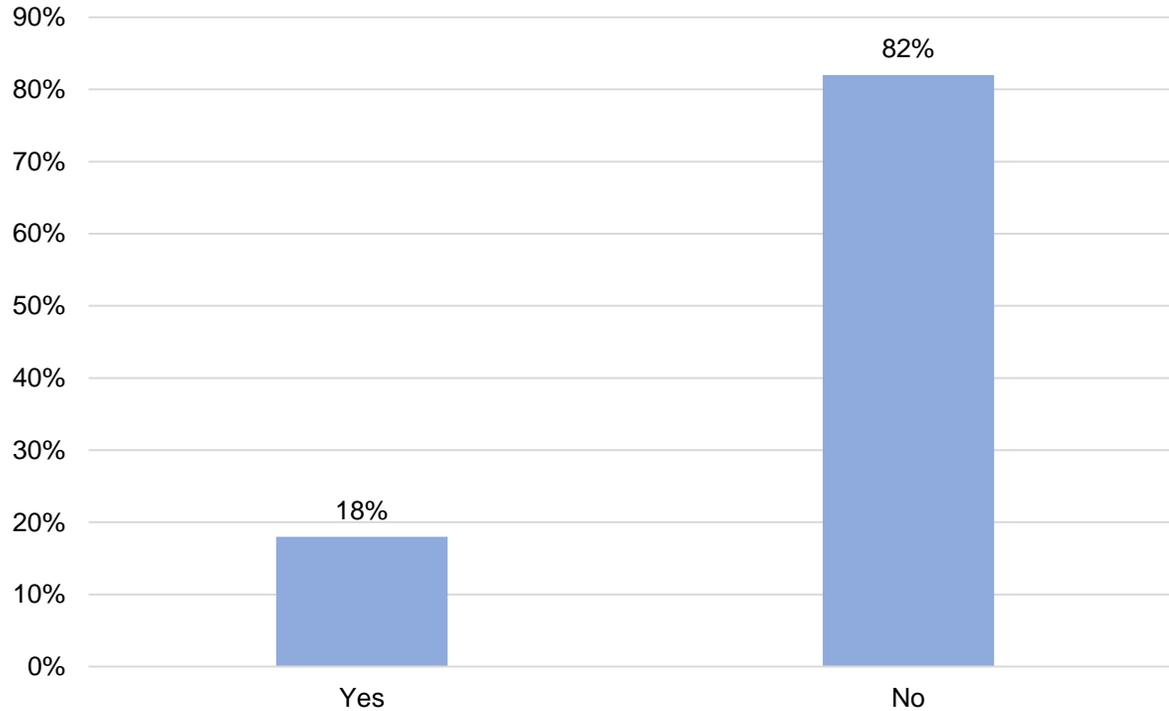
## Key themes:

- The majority of respondents were not aware of the declaration or if they were aware did not know what the Council's Climate Emergency Declaration does (465 comments).
- 46 comments suggested that the Climate Emergency Declaration aims to reduce carbon emissions and pollution.
- Other themes raised included the effects of climate change, the importance for more trees/green spaces and protecting biodiversity.

# Are you aware of the Nature Emergency?

(Question 4)

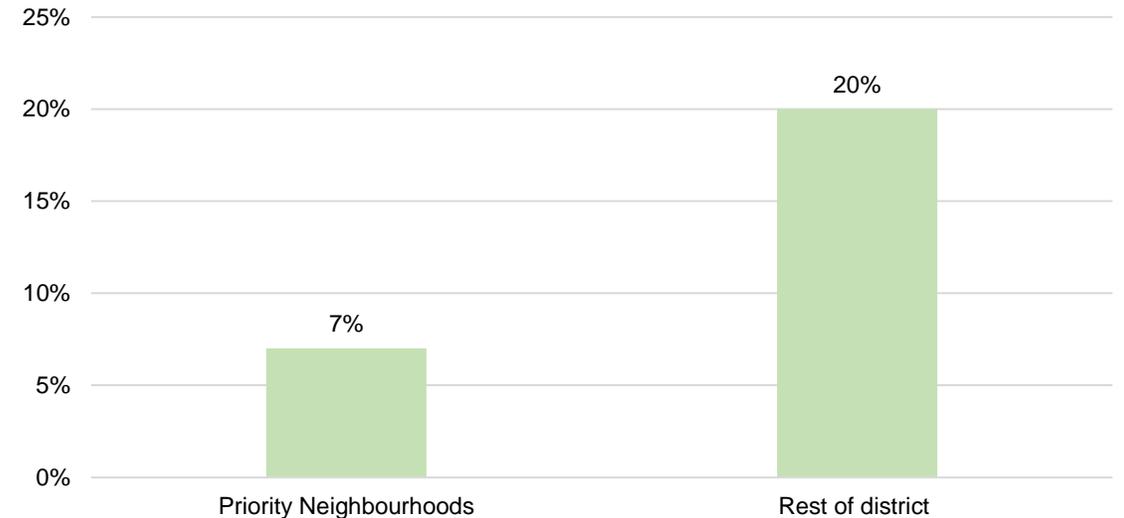
## Are you aware of the Nature Emergency?



- Respondents in the rest of the district were considerably more likely to have heard of the Nature Emergency than those living in priority neighbourhoods (20% vs 7%).
- Frenchay and Downend was the ward where respondents were most likely to be aware of the Nature Emergency (29%).

- The majority of respondents were not aware of the Nature Emergency (82%).
- Respondents aged **65+** were most likely to be aware of the Nature Emergency (24%). Those aged between **35-44** were least likely to be aware of the Nature Emergency (12%) compared to any other age category.
- **White** respondents were also more likely to be aware of the Nature Emergency than BAME respondents (18% white vs 7% BAME).
- **Women** were more likely to be aware of the Nature Emergency than men (21% women vs 15% men).

## Are you aware of the Nature Emergency?



Base: n= 942

# Please state what you know of the Nature Emergency

(Question 5)

Please state what you know of the Nature Emergency	
Comments:	Count:
Nothing	304
Wildlife decline/habitat decline	109
Misc	41
Climate change	38
More green spaces/protect biodiversity	21
Pollution/carbon emissions	21
Rising temperatures/natural disasters (floods, fires)	17
Impacts of pesticides/chemicals	10
Impacts of plastic use	8
Reduce waste/more recycling	1

Respondents were asked to detail what they knew about the Nature Emergency. 513 comments were left. 41 were miscellaneous

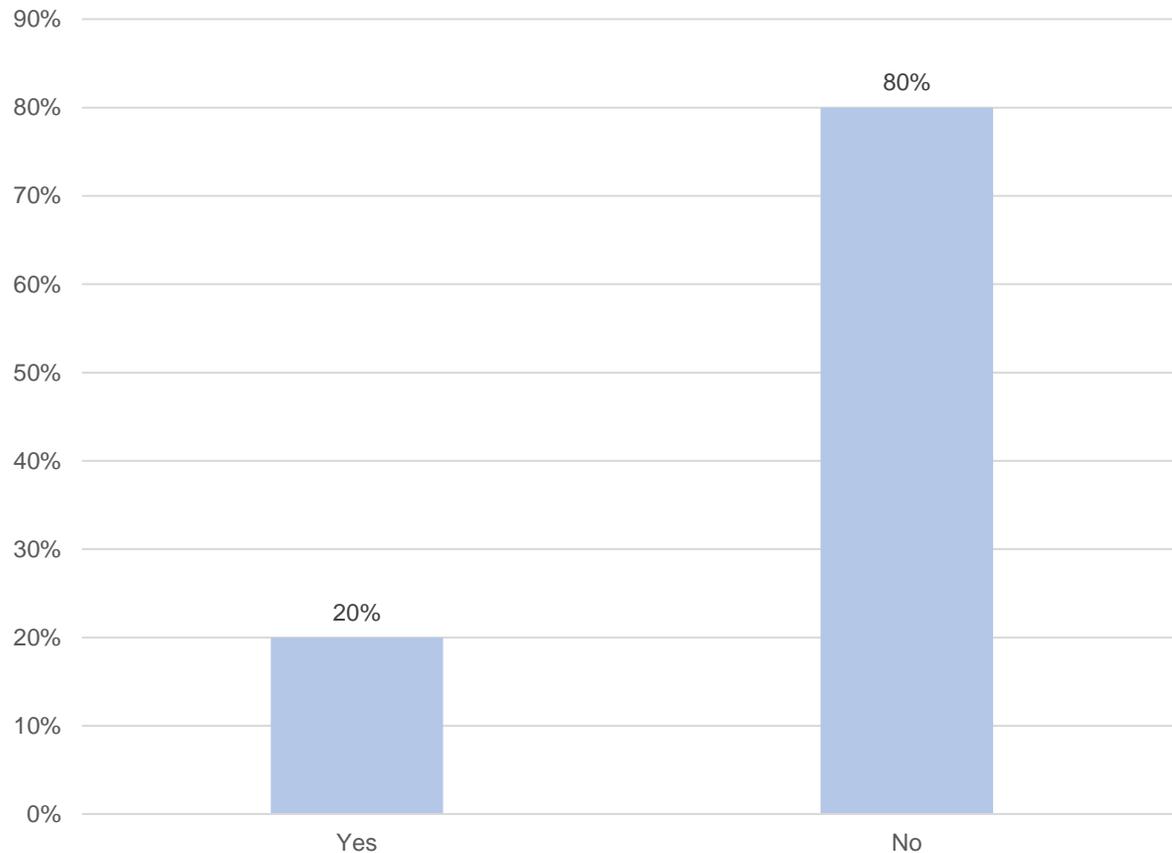
## Key themes:

- The majority of respondents were not aware of the Nature Emergency (304 comments).
- 109 comments referred to the loss of wildlife and habitats.
- Other themes included climate change (38 comments), the importance of green spaces and protecting biodiversity (21) and the effects of pollution and carbon emissions (21 comments).
- The impacts of pesticides and chemicals received 10 comments, and the impacts of plastic use was also mentioned (8 comments).

# Are you aware of the difference between Climate Change and the Nature Emergency?

(Question 6)

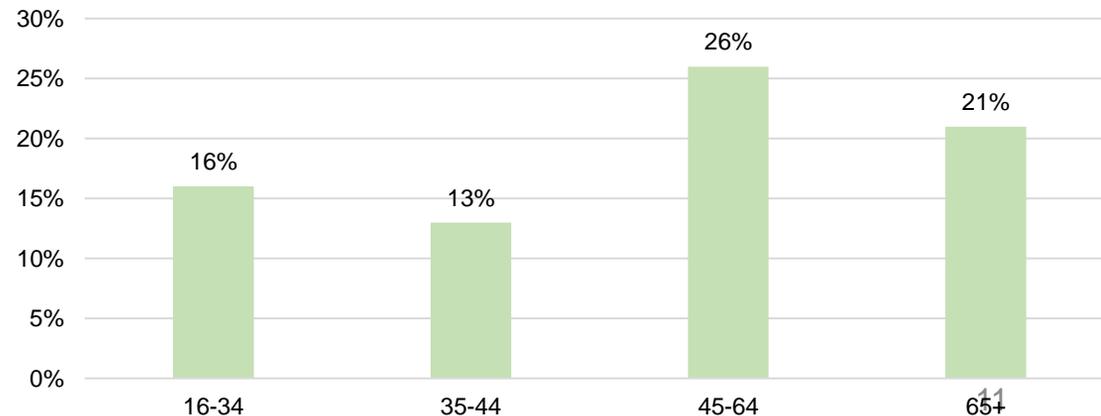
## Are you aware of the difference between Climate Change and the Nature Emergency?



Base: n= 939

- 80% of respondents were not aware of the difference between Climate Change and the Nature Emergency.
- Respondents aged between **45-64** were most likely to be aware of the differences between Climate Change and the Nature Emergency (26%). Those aged between **35-44** were least likely to be aware of the difference between Climate Change and the Nature Emergency (13%).
- Respondents in **priority neighbourhoods** were less likely to be aware of the difference between Climate Change and the Nature Emergency than those living in the rest of the district (12% priority neighbourhoods vs 21% rest of district).
- **Severn Vale** and **Winterbourne** were the wards where residents were more likely to be aware of the differences between Climate Change and the Nature Emergency (38% and 32% respectively).

## Are you aware of the difference between Climate Change and the Nature Emergency?



# Please state what you know of Climate Change and the Nature Emergency

(Question 7)

Please state what you know of Climate Change and the Nature Emergency	
Comments:	Count:
Nothing	194
Climate change/global warming	140
Wildlife decline/habitat loss	97
Pollution/carbon emissions	67
Misc	36
Natural disasters (floods, fires)	34
Climate Change and Nature Emergency are linked	28
Lack of green spaces/need more	10
Plastic use	7
Impact of growing population	6
Impacts of pesticides/chemicals	6
Hybrid/electirc cars/alternative transport	6
Impacts of waste	3

Respondents were asked to detail what they knew about Climate Change and the Nature Emergency. 462 comments were left.

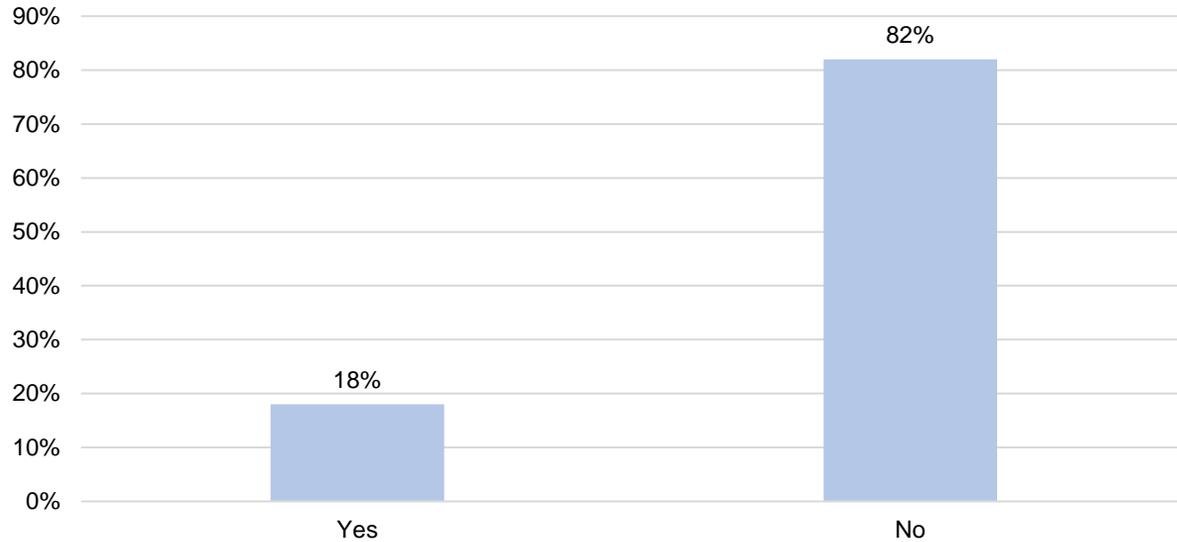
## Key themes:

- The majority of respondents were not aware of Climate Change or the Nature Emergency (194 comments).
- 140 comments referred to the effects of global warming and rising temperatures.
- Other themes included wildlife and habitat decline (97 comments) and pollution and carbon emissions (67 comments).
- The increasing number of natural disasters was mentioned (34 comments) and other issues such as plastic use (7 comments), impact of the growing population (6 comments) and the impacts of pesticides and chemicals (6 comments).

# Are you aware of ways you can help reduce the Nature Emergency?

(Question 8)

## Are you aware of ways you can help reduce the Nature Emergency?

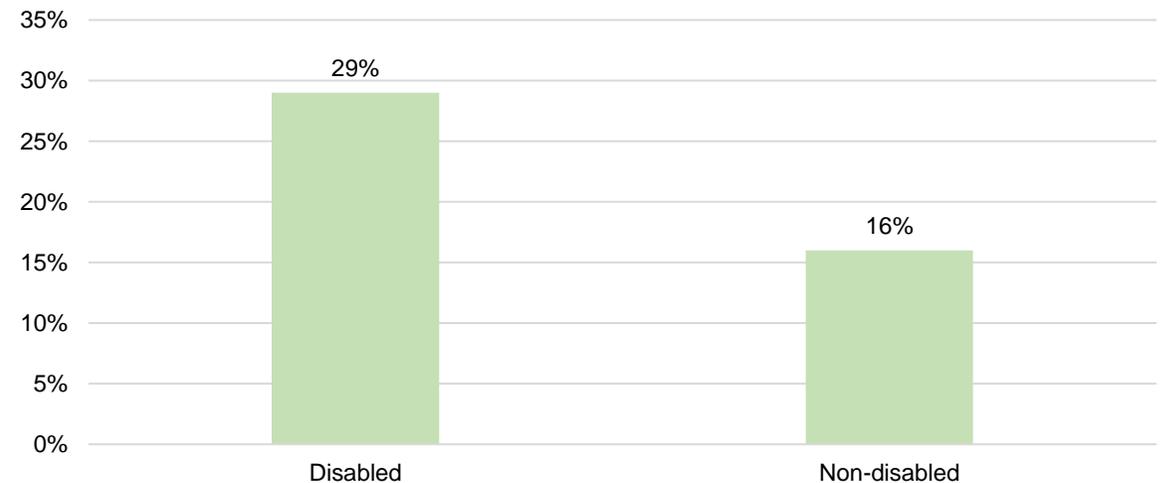


- Respondents aged **65+** were more likely to be aware of ways to help reduce the effects of the Nature Emergency (25%). Those aged between **35-44** were least likely to be aware of any ways to reduce the effects of the Nature Emergency (10%).
- **Bitton and Oldland Common** was the ward where residents were most likely to be aware of ways to help reduce the effects of the Nature Emergency (32%).

Base: n= 932

- The majority of respondents were not aware of the ways to help reduce the effects of the Nature Emergency (82%).
- **BAME** respondents were less likely to be aware of the ways to help reduce the effects of the Nature Emergency than white respondents (6% BAME vs 18% white).
- **Disabled** respondents were more likely than non-disabled respondents to be aware of the ways to help reduce the effects of the Nature Emergency (29% disabled vs 16% non-disabled).
- Respondents living in the **rest of the district** were also more likely to be aware of the ways to help reduce the effects of the Nature Emergency than those living in priority neighbourhoods (19% rest of district vs 12% priority neighbourhoods).

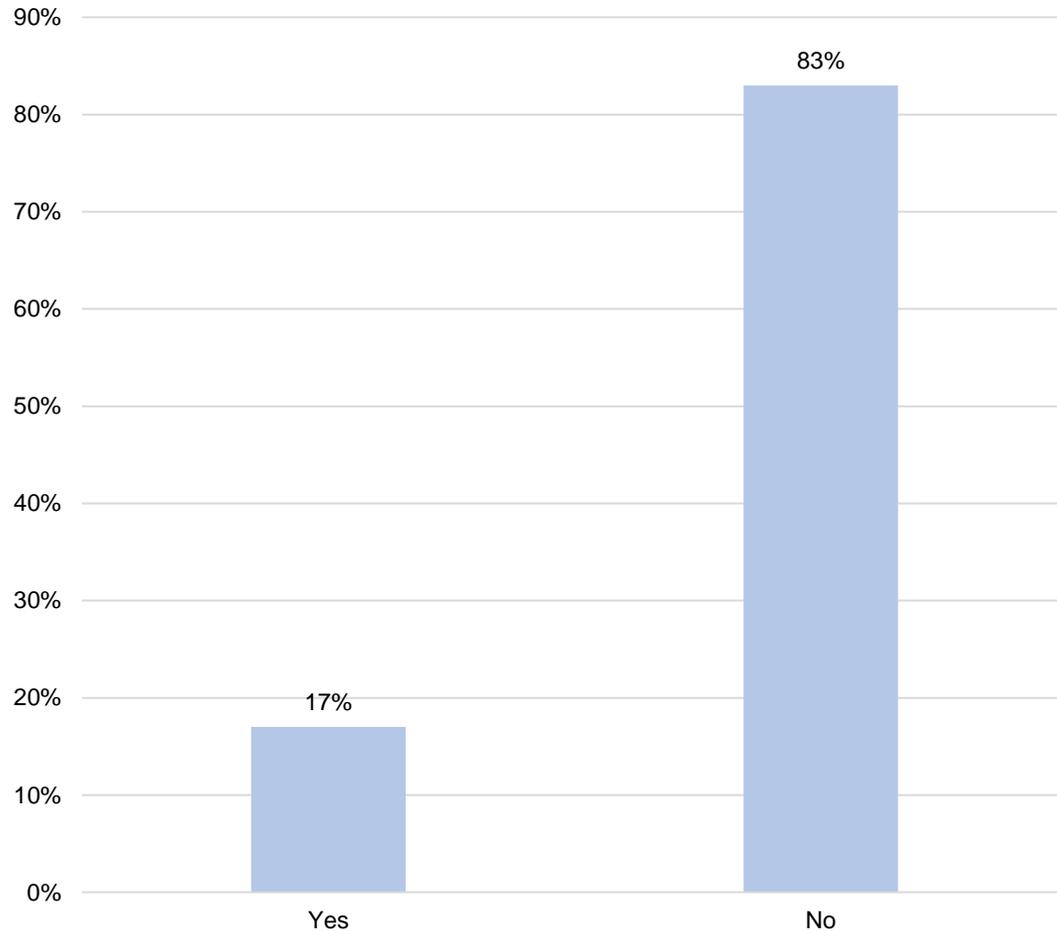
## Are you aware of ways you can help reduce the Nature Emergency?



# Are you aware of how the Nature Emergency impacts you?

(Question 9)

## Are you aware of how the Nature Emergency impacts you?



Base: n= 937

- The majority of respondents were not aware of how the Nature Emergency impacts their lives (83%).
- **Disabled** respondents were more aware of how the Nature Emergency impacts their lives than non-disabled respondents (27% disabled vs 14% non-disabled).
- Respondents living in the **rest of the district** were also more likely to be aware of the ways in which the Nature Emergency impacts their lives (18% rest of district vs 10% priority neighbourhoods).
- Respondents aged **65+** were more likely than any other age category to be aware of how the Nature Emergency impacts their lives (23%). Those aged between 35-44 were least likely to know how the Nature Emergency impacts their lives (7%).

## Are you aware of how the Nature Emergency impacts you?



# Please state how you feel you are impacted by the Nature Emergency?

(Question 10)

Please state how you feel you are impacted by the Nature Emergency	
Comments:	Count:
Nothing	185
Wildlife decline/loss of habitats	107
Misc	48
Impact on food production	41
Impact on wellbeing/quality of life/health	25
Lack of green spaces	25
Pollution (air,water)	16
Temperatures rising/extreme weather	15
Reduce plastics,pesticides,chemicals	9
Building houses on green spaces	6
Climate change	5
Erosion	1
Growing population	1

Respondents were asked to detail how they felt they were impacted by the Nature Emergency. 409 comments were left.

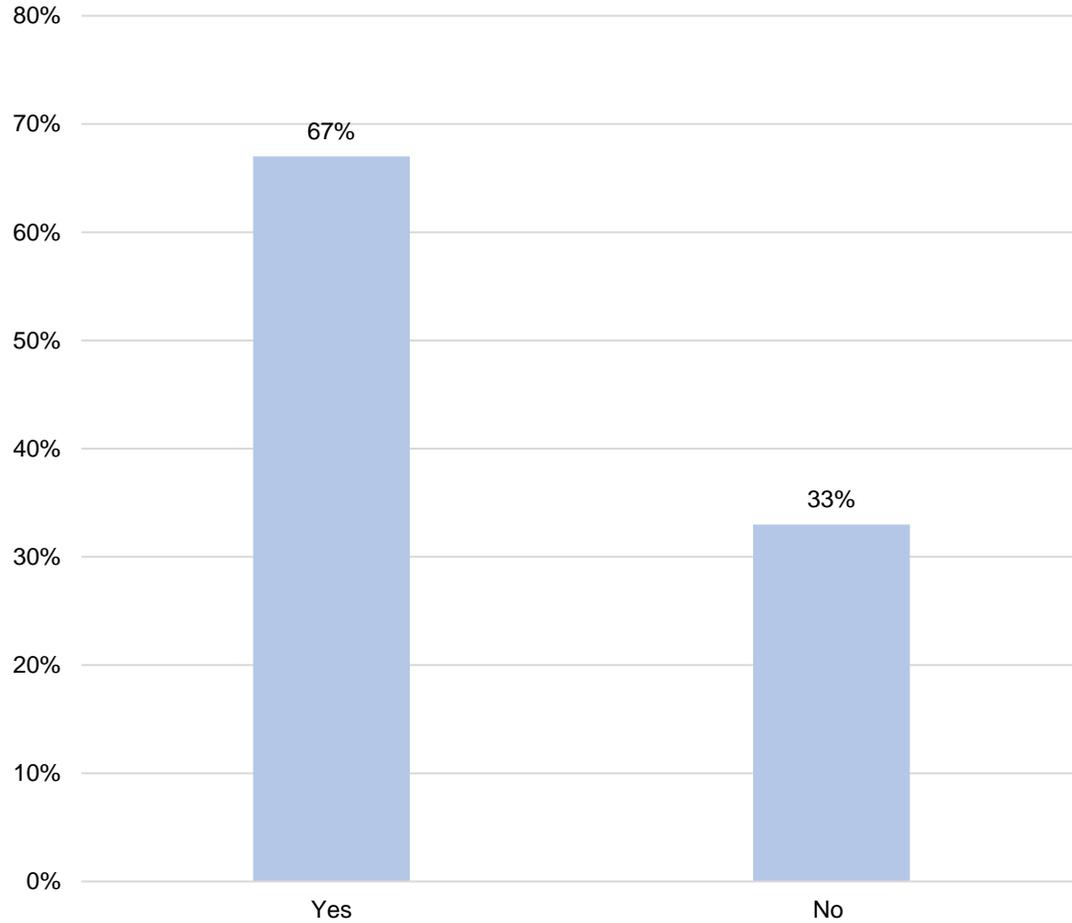
## Key themes:

- The majority of respondents were not aware of how the Nature Emergency impacts their lives (185 comments).
- 107 comments referred to wildlife decline and loss of habitats, with respondents mentioning seeing less hedgehogs and species of flora and fauna in their gardens.
- Other themes included the impact on food production due to the decline of pollinators (41 comments) and the impact on wellbeing/quality of life due to increased pollution and a lack of green areas which respondents mentioned are beneficial for residents mental health.

# Have you used outside spaces more over the past year (since Covid-19)?

(Question 11)

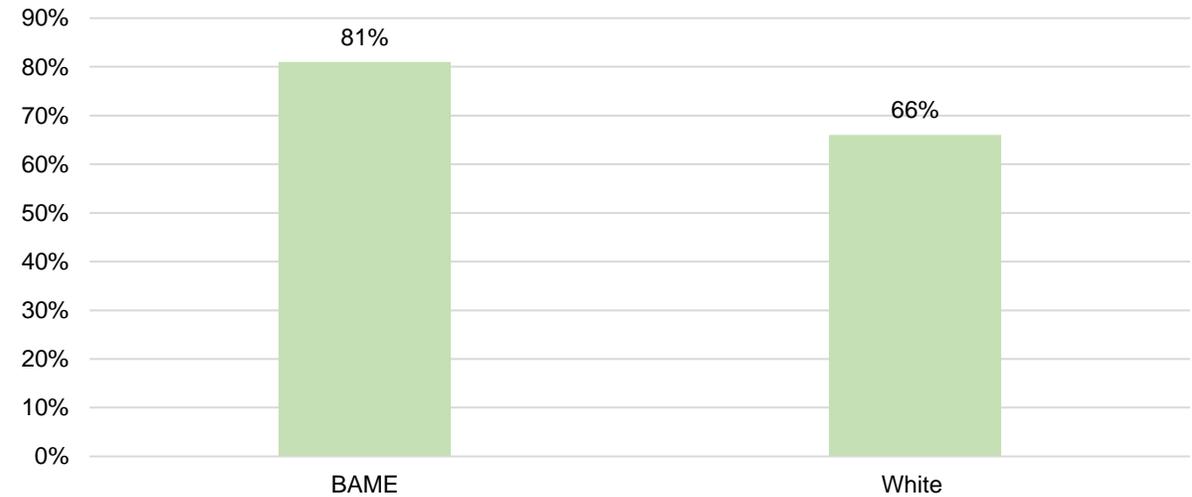
## Have you used outside spaces more over the past year (since Covid-19)?



Base: n= 941

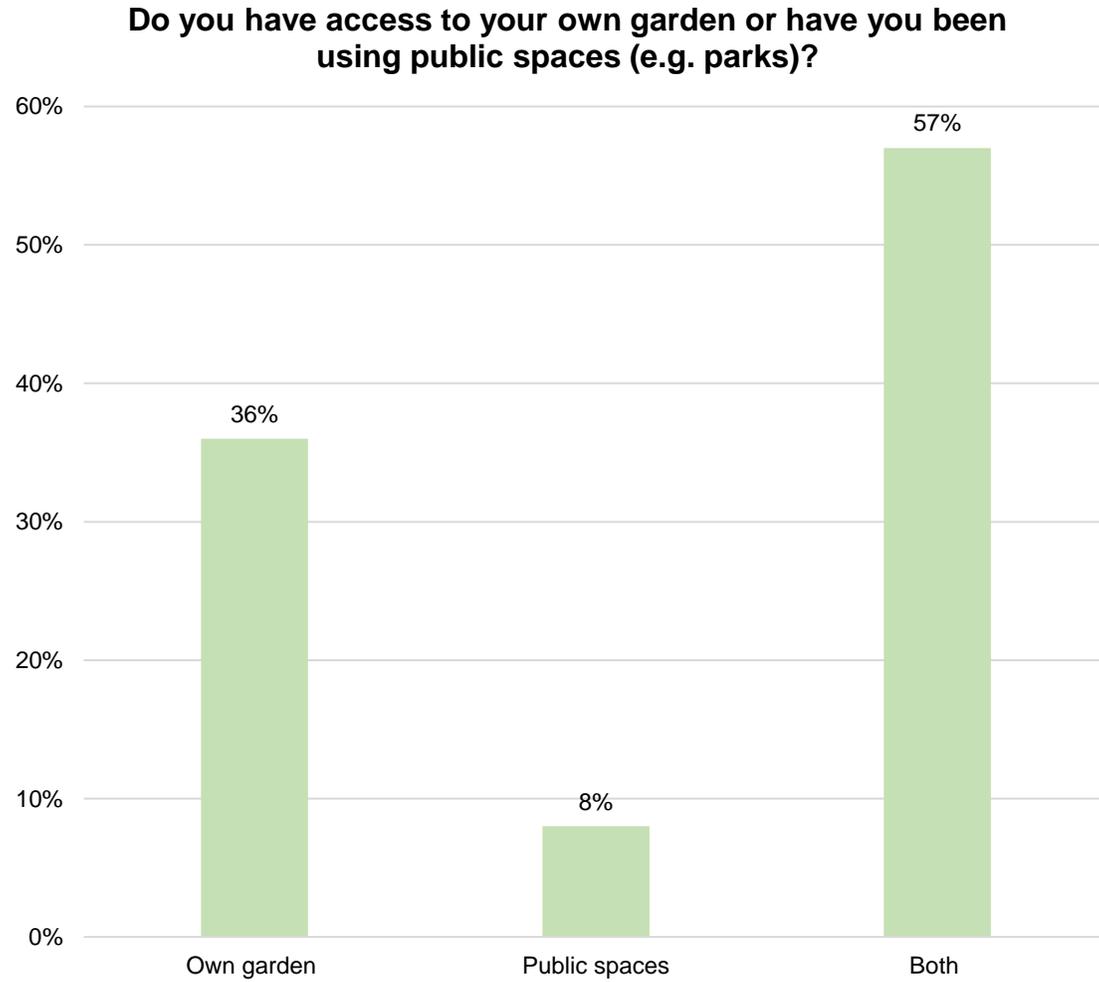
- 67% of respondents used outside spaces more since the Covid-19 pandemic.
- Respondents aged between **35-44** were most likely to have used outside spaces more over the past year (since Covid-19) compared to other age categories (74%).
- **BAME** respondents were also more likely to have used outside spaces more over the past year (since Covid-19) than white respondents (81% BAME vs 66% white).
- **Non-disabled** respondents were more likely to have used outside spaces than disabled respondents (70% non-disabled vs 46% disabled).

## Have you used outside spaces more over the past year (since Covid-19)?



# Do you have access to your own garden or have you been using public spaces (e.g. parks)?

(Question 12)



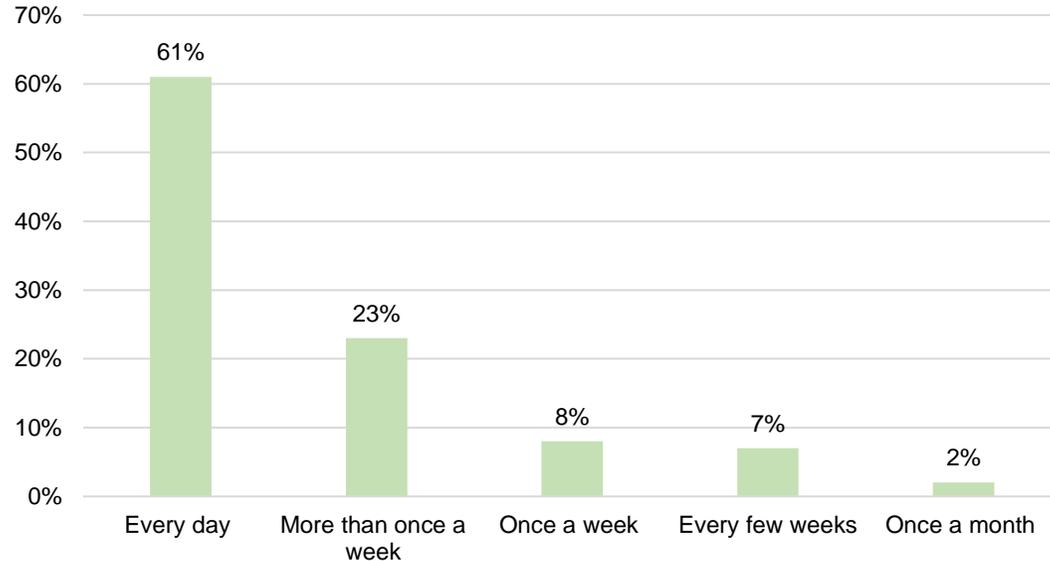
- The majority of respondents were using both their own gardens and public spaces (57%).
- Respondents aged between **16-34** were less likely to have access to their own garden (16%). Those aged **65+** were more likely to have access to their own garden (48%). However, respondents aged between **16-34** were more likely to use public spaces than any other age category (16%). Those aged **65+** were less likely to use public spaces (4%).
- **Disabled** respondents were also more likely to use public spaces compared to non-disabled respondents (19% disabled vs 6% non-disabled). **Non-disabled** respondents were more likely to use both their own gardens and public spaces (59%).
- **Men** were more likely than women to use their own gardens (41% men vs 30% women). **Women** were more likely to use both their own gardens and public spaces (63%).
- Respondents living in the **rest of the district** were more likely to use their own garden than those in priority neighbourhoods (37% rest of district vs 26% priority neighbourhoods). Those in **priority neighbourhoods** were considerably more likely to use public spaces than those in the rest of the district (26% priority neighbourhoods vs 5% rest of district).

Base: n= 941

# How often do you use outside spaces?

(Question 13)

## How often do you use outside spaces?



- 61% of respondents use outside spaces everyday.
- Respondents aged between **45-64** were most likely to use outside spaces every day (68%). Those aged between **16-34** were least likely to use outside spaces everyday (49%). However, those aged between **16-34** were more likely to use outside spaces every few weeks compared to any other age category (11%).
- **BAME** respondents were more likely to use outside spaces once a week compared to white respondents (19% BAME vs 8% white). However, **white** respondents were more likely to use outside spaces more than once a week compared to BAME respondents (24% white vs 8% BAME).
- **Disabled** respondents were more likely to use outside spaces every few weeks than non-disabled respondents (12% disabled vs 6% non-disabled).
- **Women** were more likely than men to use outside spaces every day (65% women vs 56% men). However, **men** were more likely than women to use outside spaces once a week (10% men vs 6% women).
- Those living in **priority neighbourhoods** were less likely to use outside spaces than respondents living in the rest of the district (13% priority neighbourhoods vs 24% rest of district). However, those in **priority neighbourhoods** were more likely than respondents in the rest of the district to use outside spaces every few weeks (16% priority neighbourhoods vs 5% rest of district).
- Other comments included rarely using outside spaces (18 comments), use of respondents own gardens (10 comments) and the impact of Covid-19 reducing respondents usage of outside spaces (6 comments).

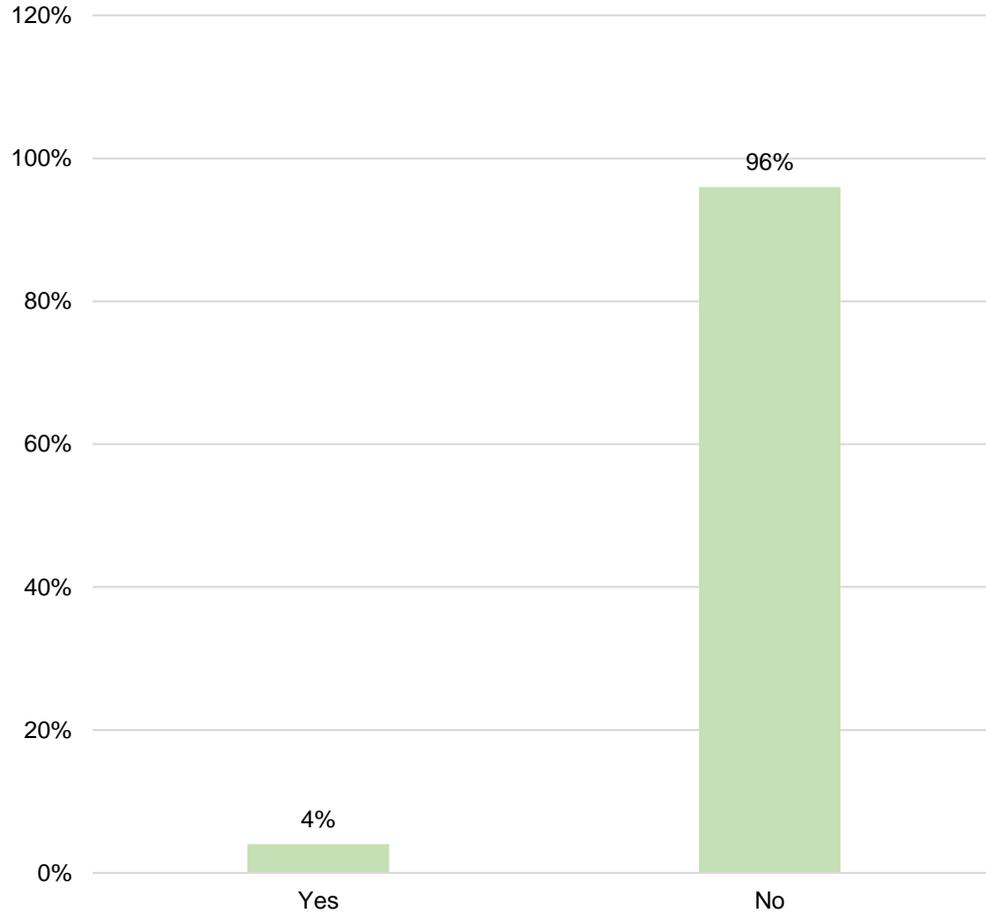
How often do you use outside spaces?	
Comments:	Count:
Rarely/never	18
Misc	14
Use garden	10
Covid impact	6
Health reasons prevent using outside spaces	5
Weather dependent	4

Base: n= 918

# Do you know what the Council is doing to address the Nature Emergency?

(Question 14)

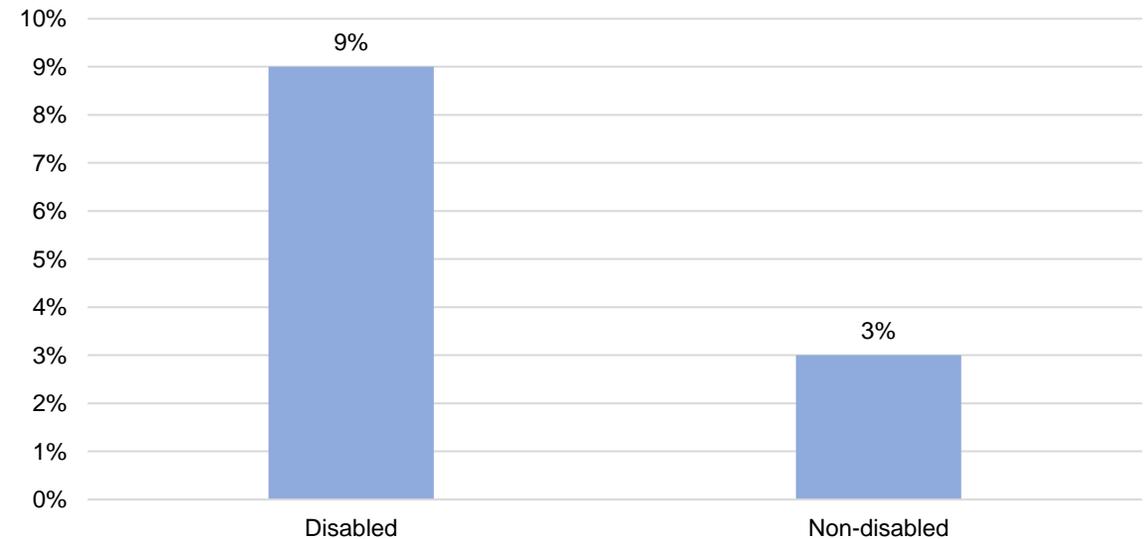
## Do you know what the Council is doing to address the Nature Emergency?



Base: n= 944

- The majority of respondents are not aware of the work the Council is doing to address the Nature Emergency (96%).
- Respondents aged between **16-34** were more likely to be aware of the ways in which the Council is addressing the Nature Emergency (7%). Those aged **65+** were least likely to be aware of the ways the Council is addressing the Nature Emergency (4%).
- **Disabled** respondents were more likely than non-disabled respondents to be aware of the ways the Council is addressing the Nature Emergency (9% disabled vs 3% non-disabled).

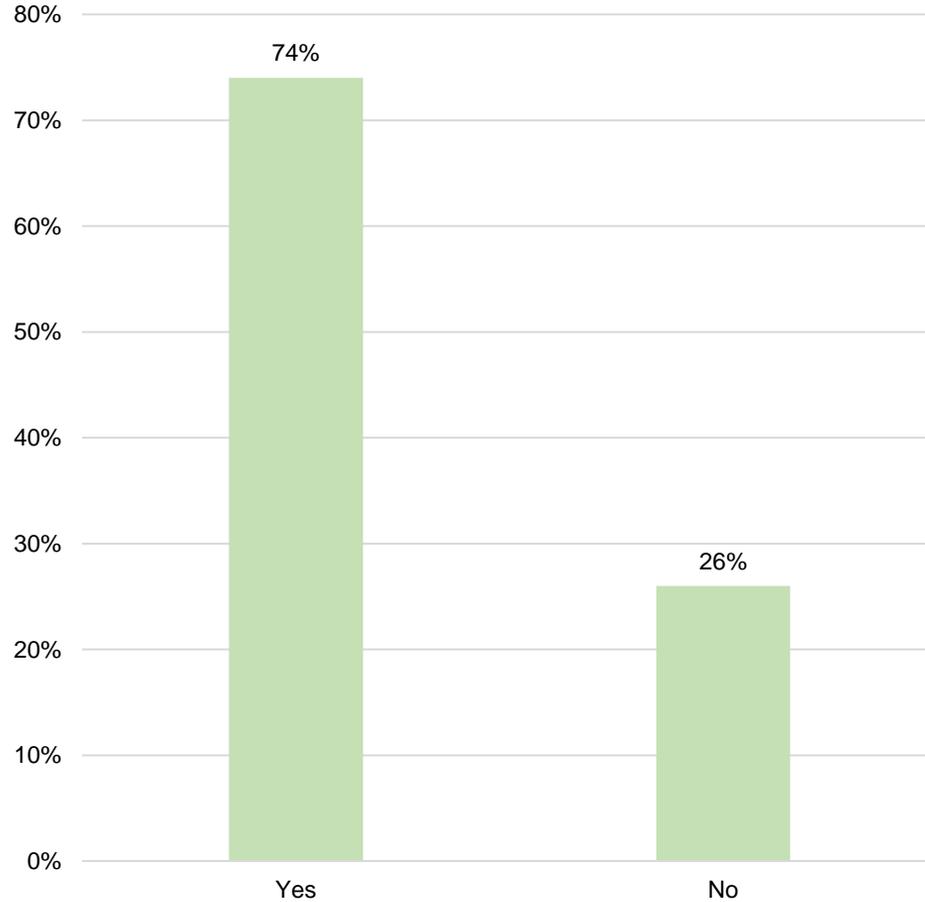
## Do you know what the Council is doing to address the Nature Emergency?



# Would you like more information regarding the Nature Emergency and what you can do to help?

(Question 15)

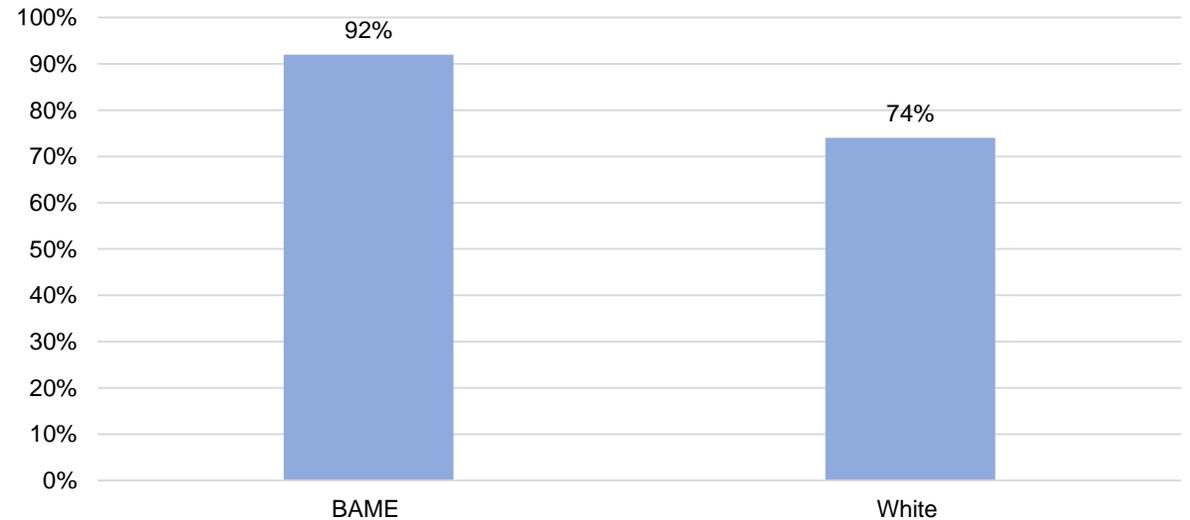
Would you like more information regarding the Nature Emergency and what you can do to help?



Base: n= 946

- The majority of respondents would like to receive more information about the Nature Emergency (74%).
- **BAME** respondents were more likely than white respondents to want to receive information on the Nature Emergency (92% BAME vs 74% white).
- **Disabled** respondents were also more likely than non-disabled respondents to want to receive information on the Nature Emergency (86% disabled vs 73% non-disabled).

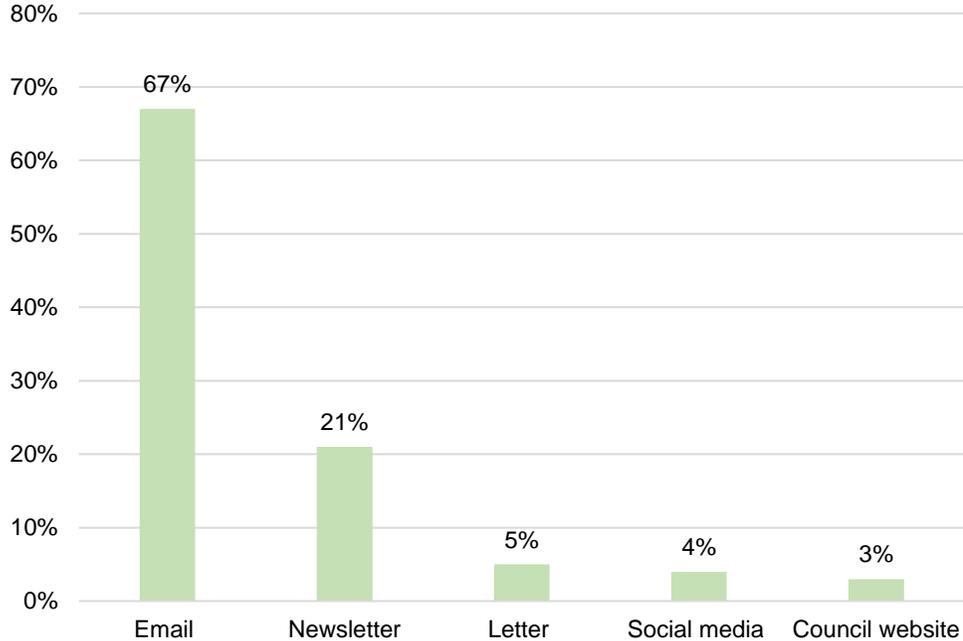
Would you like more information regarding the Nature Emergency and what you can do to help?



# How would you like to receive information regarding the Nature Emergency and what you can do to help?

(Question 16)

How would you like to receive information regarding the Nature Emergency and what you can do to help?



Base: n= 727

- The majority of respondents would like to receive information about the Nature Emergency via email (67%).
- Respondents aged between **16-34** were more likely to prefer to receive information on the Nature Emergency via email (83%). Those aged **65+** were more likely to prefer to receive information via newsletter (33%) or letter (8%). Respondents aged **35-44** were more likely to prefer to receive information via social media (9%).
- **White** respondents were more likely than BAME respondents to want to receive information on the Nature Emergency via email (70% white vs 52% BAME). However, **BAME** respondents were more likely to want to receive information by letter (BAME 26% vs white 4%).
- **Non-disabled** respondents would prefer to receive information on the Nature Emergency via email (70% non-disabled vs 58% disabled). However, **disabled** respondents were more likely to prefer to receive information by letter (26% disabled vs 4% non-disabled).
- Other themes included displaying information on notice boards/posters and signs (5 comments).

How would you like to receive information regarding the Nature Emergency and what you can do to help?	
Comments:	Count:
Letter	23
Council website	17
Misc	16
Leaflet/magazine/newsletter	11
Social media	11
Notice boards/signs/posters	5



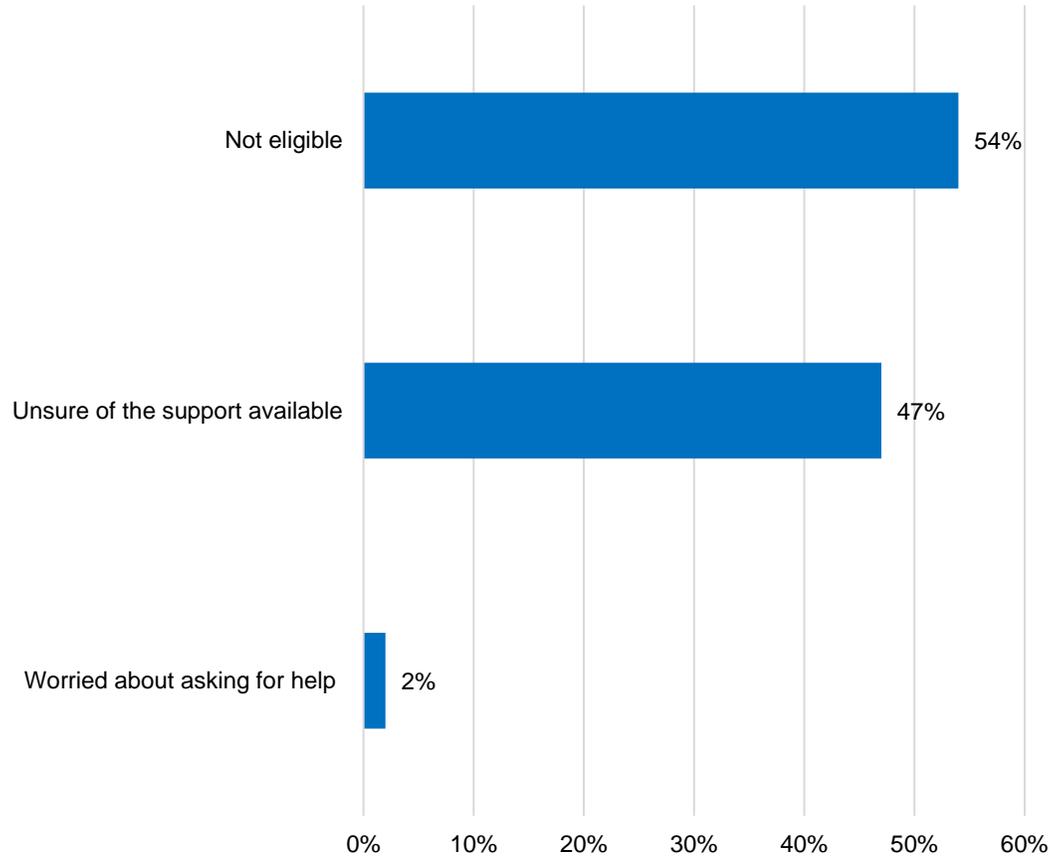
## Community Support

These questions aimed to gain an understanding of residents' views on the community support that is currently available and if there is any other support residents would like the Council to provide. Community support could encompass a wide range of local groups and activities, such as community cafes, local support groups and community food provision.

# Is there anything that prevents you from contacting the Council for assistance?

(Question 17)

## Is there anything that prevents you from contacting the Council for assistance?



- The most common reason for not contacting the Council for assistance is eligibility (54%).
- **White** respondents were more likely than BAME respondents to feel they were not eligible for support (56% white vs 19% BAME). **BAME** respondents were more likely to be unsure of the support available (84% BAME vs 45% white).
- Those aged between **45-64** were more likely to feel they were not eligible for support than any other age category (64%). Respondents aged between **16-34** were more likely to be unsure of the support available (59%).
- Other themes included not being able to directly speak to staff or receiving no response (22 comments), difficulty accessing the relevant information on the Council website also received comments (11 comments).

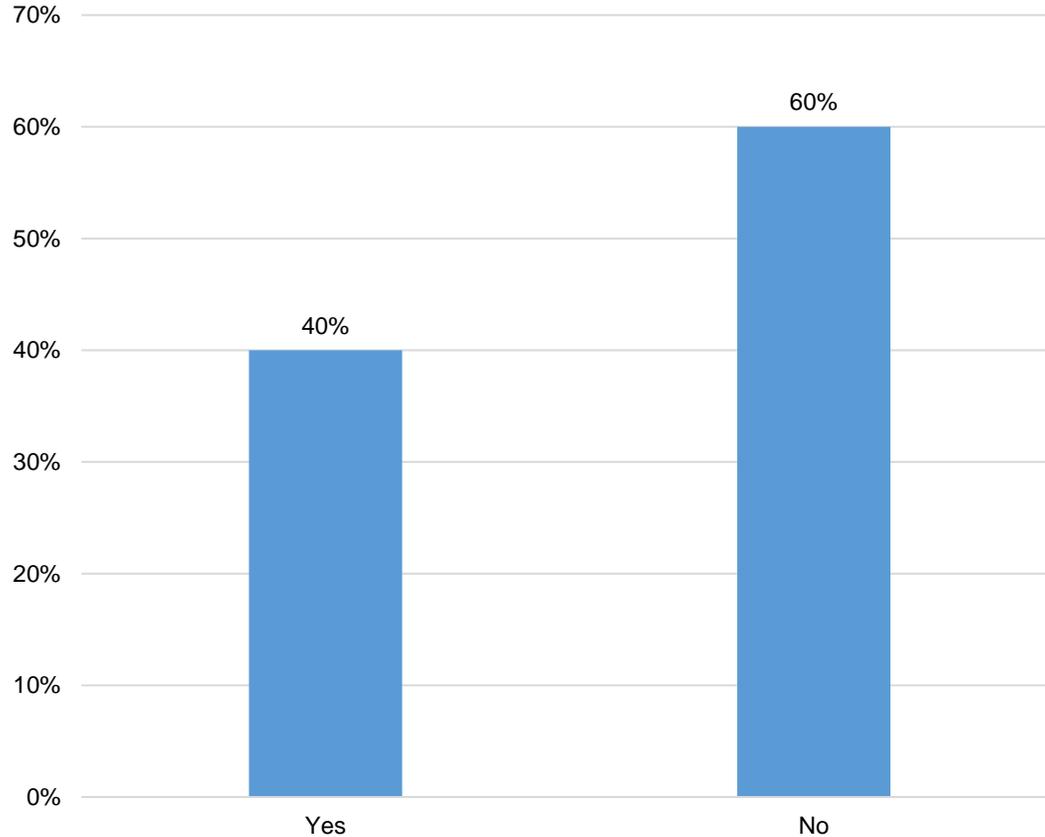
Is there anything that prevents you from contacting the Council for assistance?	
Comments:	Count:
Nothing/don't need assistance	102
Not able to speak to anyone/no response	22
Misc	13
Difficult to access necessary information (complex website)	11
Unsure of eligibility/support available	7
Poor experience previously	4
Worried about asking for support	2
Data protection	1
Others in need of services	1

Base: n= 713

# Are you aware of any types of support currently available in your community? (for example community cafes, local support groups, community food provision)?

(Question 18)

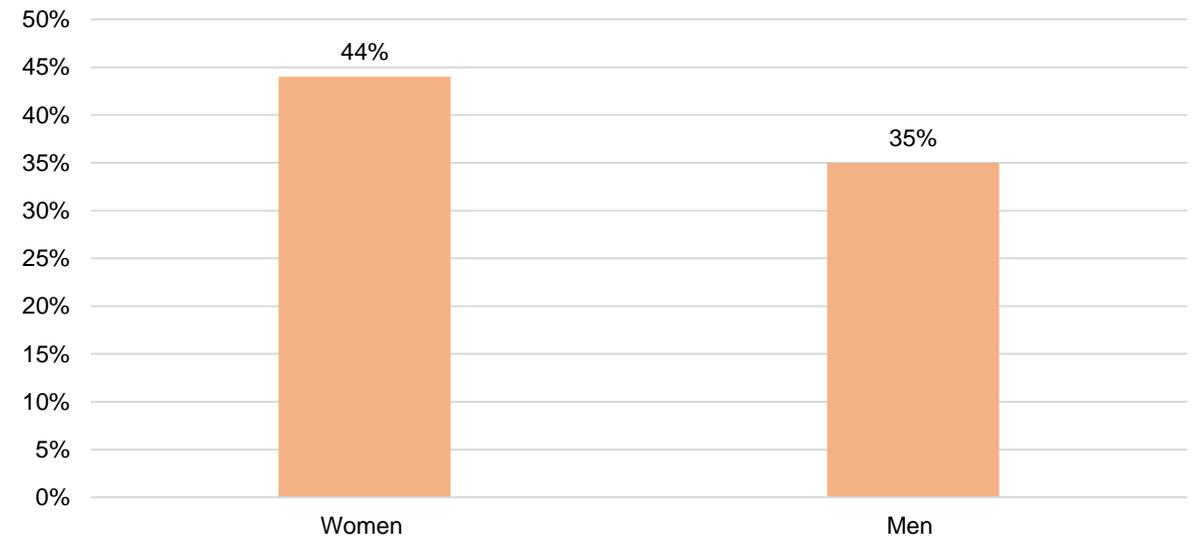
Are you aware of any types of support currently available in your community?



Base: n= 713

- Over half of respondents were not aware of any types of community support available (60%).
- Respondents aged between **16-34** were least likely to be aware of the types of support available (23%). Those aged **65+** were more likely to be aware of the types of support available (50%).
- **Women** were more likely than men to be aware of the types of support available (44% women vs 35% men)

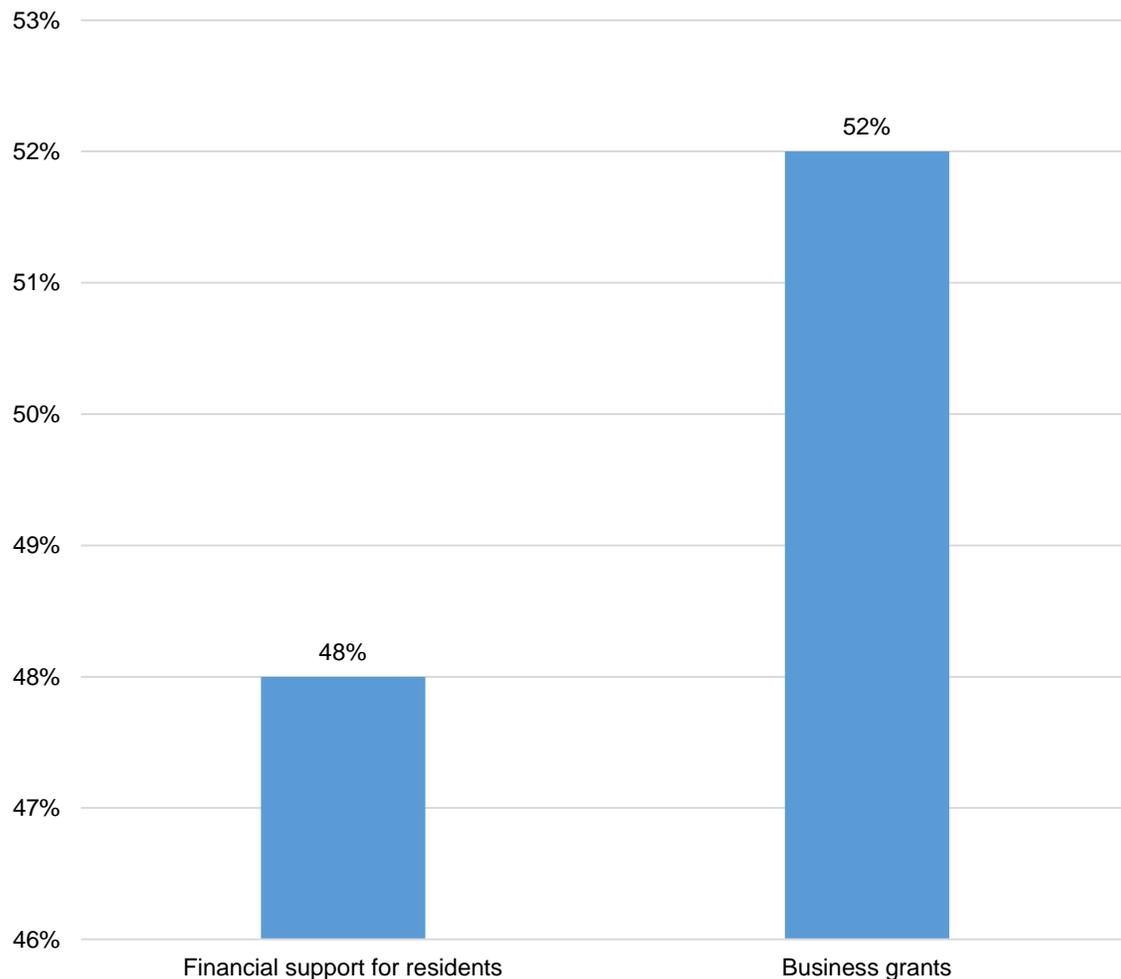
Are you aware of any types of support currently available in your community?



# Are you aware of any types of financial support currently available from the Council?

(Question 19)

Are you aware of any types of financial support currently available from the Council?



Base: n= 320

- Just over half of respondents were aware of the business grants available (52%). A similar proportion of respondents were also aware of the financial support available for residents (48%).
- Respondents aged between **16-34** were more likely to be aware of the financial support available for residents (58%). Those aged **45-64** were least likely to be aware of financial support (37%). However, those aged **45-64** were most likely to be aware of the business grants available (63%).
- **Men** were more likely than women to be aware of the financial support available (57% men vs 40% women). However, **women** were more likely to be aware of the business grants available (60% women vs 43% men).
- Many respondents were not aware of any types of financial support available (156 comments). Other types of support mentioned included Council Tax reductions (3 comments), community groups (2 comments) and sole occupancy tax (1 comment).

Are you aware of any types of financial support currently available from the Council?	
Comments:	Count:
No/Unsure what support is available	156
N/A	23
Business grants & financial support	15
Misc	13
Council Tax reductions	3
Community travel/groups	2
Sole occupancy tax	1
Food banks	1
Child support	1
Carers allowance	1

# What are your views on the community support currently available?

(Question 20)

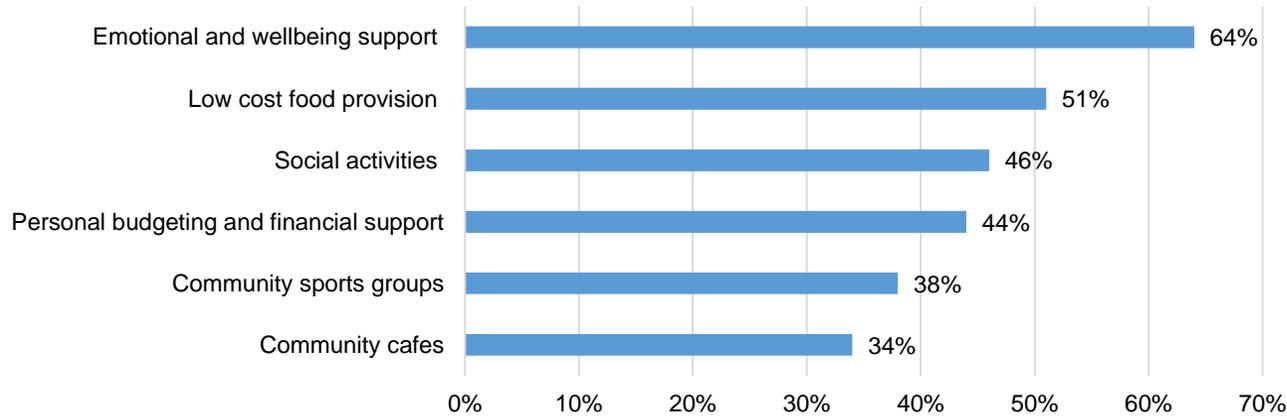
- The majority of comments referred to respondents not using community support (309 comments)
- 48 comments referred to the current community support being good. 35 comments referred to current community support needing improvement, with ease of access being and amount of support available mentioned.
- Other themes included the importance of community support being available to those most in need (29 comments), community support needing to be publicised and information shared so residents are aware of what support is available (23 comments).

What are your views on the community support currently available?	
Comments:	Count:
None/do not use community support	309
Good support (community travel, food parcels)	48
Needs to be improved (poor experiences, difficult to access)	35
Should be given to those most in need/vulnerable	29
Misc	29
Needs to be publicised/more information	23
N/A	20
Council does its best with limited funding	12
Funding wasted	9
Community support is needed	7
Support should be accessible for everyone	5
Support available is decreasing	2
Need more support for rural areas	1

# Which types of community support do you think should be a priority in your local area in the future?

(Question 21)

## Which types of community support do you think should be a priority in your local area in the future?



## Which types of community support do you think should be a priority in your local area in the future?

Comments:	Count:
None/Unsure which should be prioritised	26
Misc	21
Education (Youth groups, cooking, employment etc)	15
Support for disabled/elderly	12
Physical/Mental health	5
Improvement of environment (litter, graffiti)	5
Financial support (tax reductions)	4
More public transport	3
All types of support	3
Food support	1

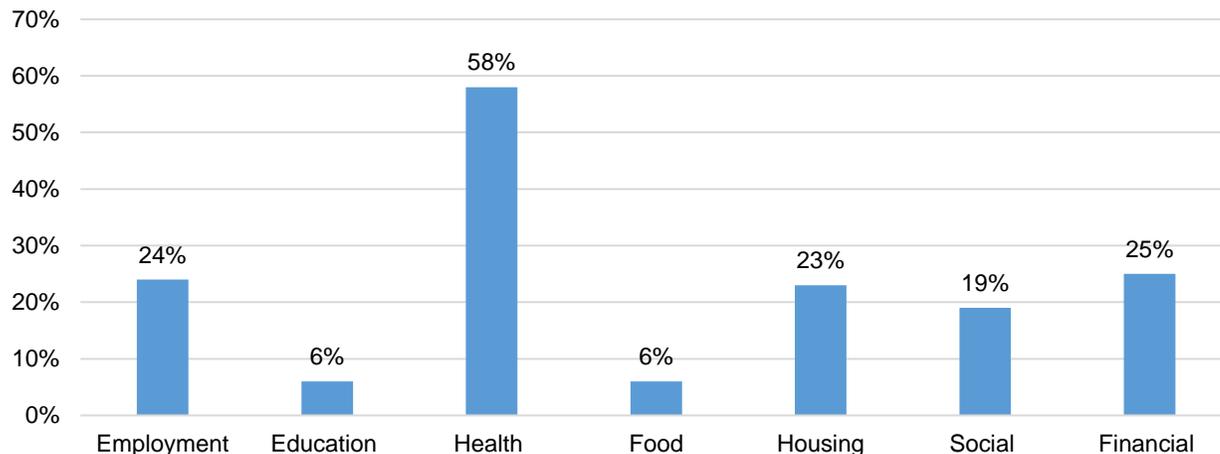
Base: n= 869

- The type of support most respondents think should be a priority is emotional and wellbeing support (64%).
- Respondents aged between **35-44** were more likely to think low cost food provision should be a priority in their local area (65%). Those between **35-44** were most likely to think community sports groups and emotional and wellbeing support groups should be a priority in their local area (54% and 80% respectively).
- Those aged between **16-34** were more likely to think social activities should be a priority in their local area (54%).
- **White** respondents were more likely than BAME respondents to think low cost food provision should be a priority (52% white vs 35% BAME). **White** respondents were also more likely to think emotional and wellbeing support groups should be a priority (66% white vs 40% BAME).
- **Disabled** respondents were more likely than non-disabled respondents to see community cafes as a priority in their local area (57% disabled vs 32% non-disabled). **Disabled** respondents were also more likely to see emotional and wellbeing supports groups as a priority (74% disabled vs 63% non-disabled).
- **Women** were also more likely than men to see community cafes as a priority (42% women vs 27% men).
- Respondents living in **priority neighbourhoods** were more likely than those living in the rest of the district to see low cost food provision as a priority (63% priority neighbourhoods vs 49% rest of district). Those in **priority neighbourhoods** were also more likely to see emotional and wellbeing support as a priority (74% priority neighbourhoods vs 62% rest of district). 27

# Are there any key areas that you are struggling with? (for example difficulty accessing services, unable to manage)?

(Question 22)

Are there any key areas that you are struggling with? (for example difficulty accessing services, unable to manage)?



Are there any key areas that you are struggling with? (for example difficulty accessing services, unable to manage)

Comments:	Count:
None	184
Poor access to health services	23
Misc	14
Difficult to access Council services	4
Access to public facilities (toilets,shops)	4
Feeling isolated (community groups)	4
Housing costs	2
Public transport	2
Education (SEND)	2
Safety (more police)	1
Managing property (garden)	1
Services moving online	1

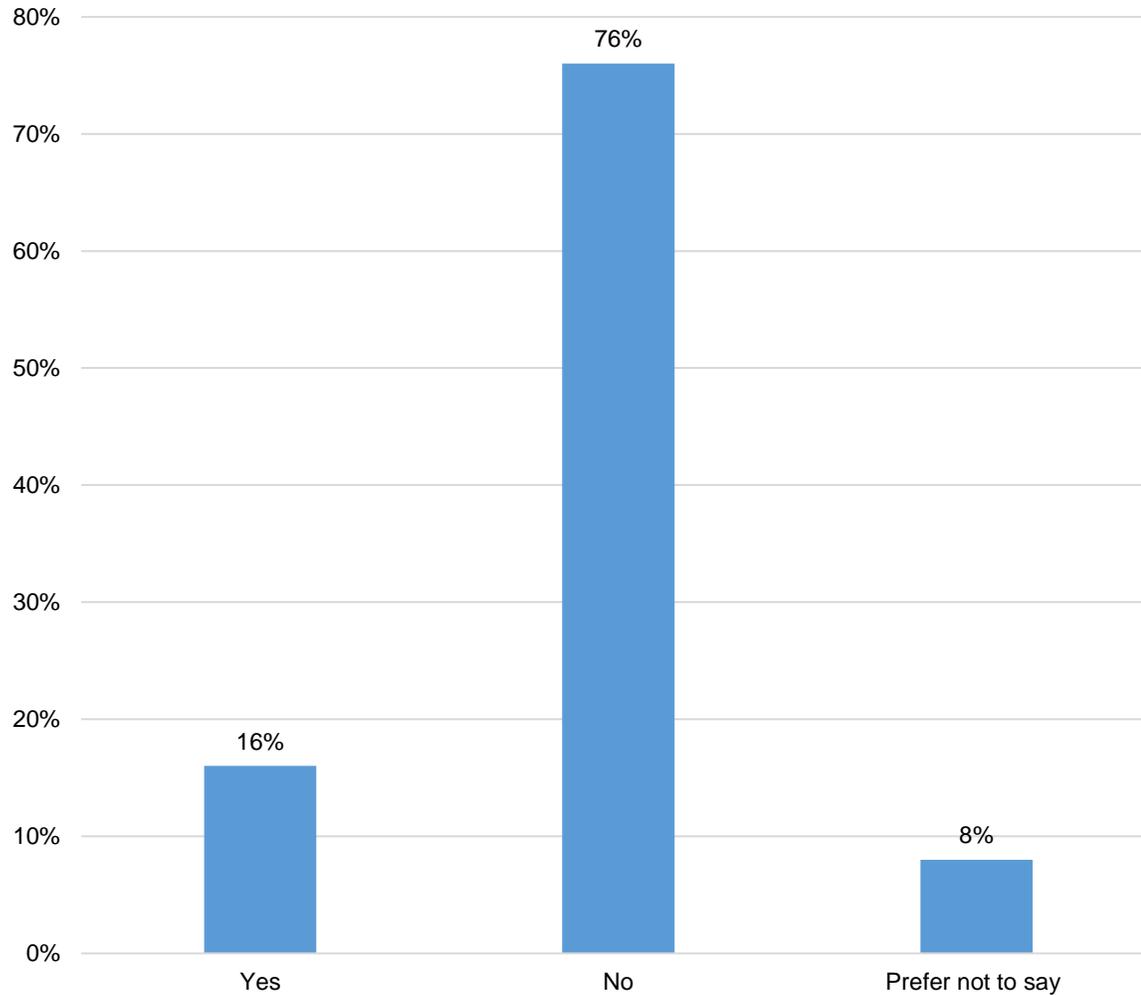
Base: n= 211

- The area where the majority of respondents were struggling is health (58%).
- Respondents aged **65+** were more likely to be struggling with health issues than any other age category (83%). Those aged between **35-44** were most likely to be struggling with housing (50%). Respondents aged between **16-34** were most likely to be struggling financially (38%).
- **BAME** respondents were considerably more likely to be struggling with education than white respondents (71% BAME vs 4% white).
- **Disabled** respondents were more likely to be struggling with accessing food than non-disabled respondents (14% disabled vs 2% non-disabled). **Disabled** respondents were also more likely to be struggling financially and with social aspects (27% and 48% respectively).
- **Men** were more likely than women to be struggling with housing (34% men vs 12% women).
- Those living in **priority neighbourhoods** were more likely to be struggling with accessing employment opportunities than respondents living in the rest of the district (46% priority neighbourhoods vs 19% rest of district). However, respondents in the **rest of the district** were more likely to be struggling with health issues (67% rest of district vs 22% priority neighbourhoods).
- Other comments included poor access to health services (23 comments), difficulty accessing Council services (4 comments) and access to public facilities (4 comments).

# Has your income reduced since the Covid-19 pandemic?

(Question 23)

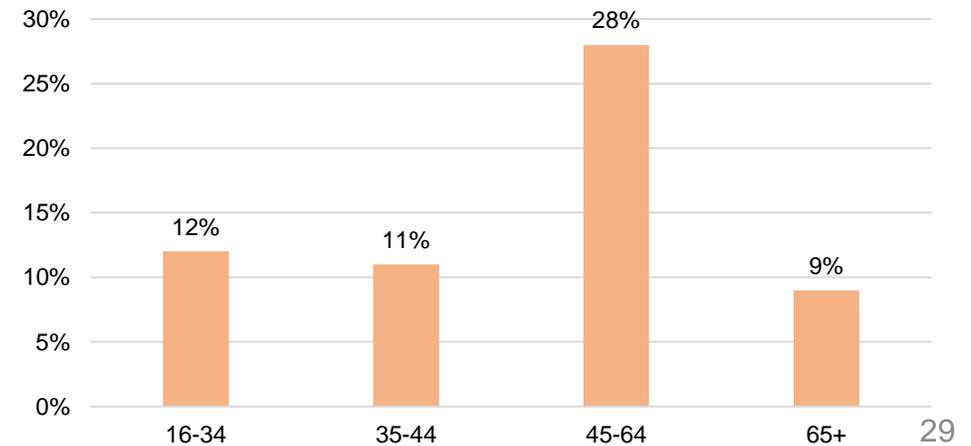
### Has your income reduced since the Covid-19 pandemic?



Base: n= 932

- For the majority of respondents their income had not reduced since the start of the Covid-19 pandemic. (76%).
- Respondents aged between **45-64** were most likely to have seen a reduction in income since the start of the Covid-19 pandemic (28%).
- **Disabled** respondents were also more likely than non-disabled respondents to have seen a reduction in income since the start of the Covid-19 pandemic (22% disabled vs 15% non-disabled).
- **Women** were more likely than men to have seen a reduction in income (19% women vs 14% men).
- Respondents living in the **rest of the district** were more likely to have seen a reduction in income (17% rest of district vs 10% priority neighbourhoods).

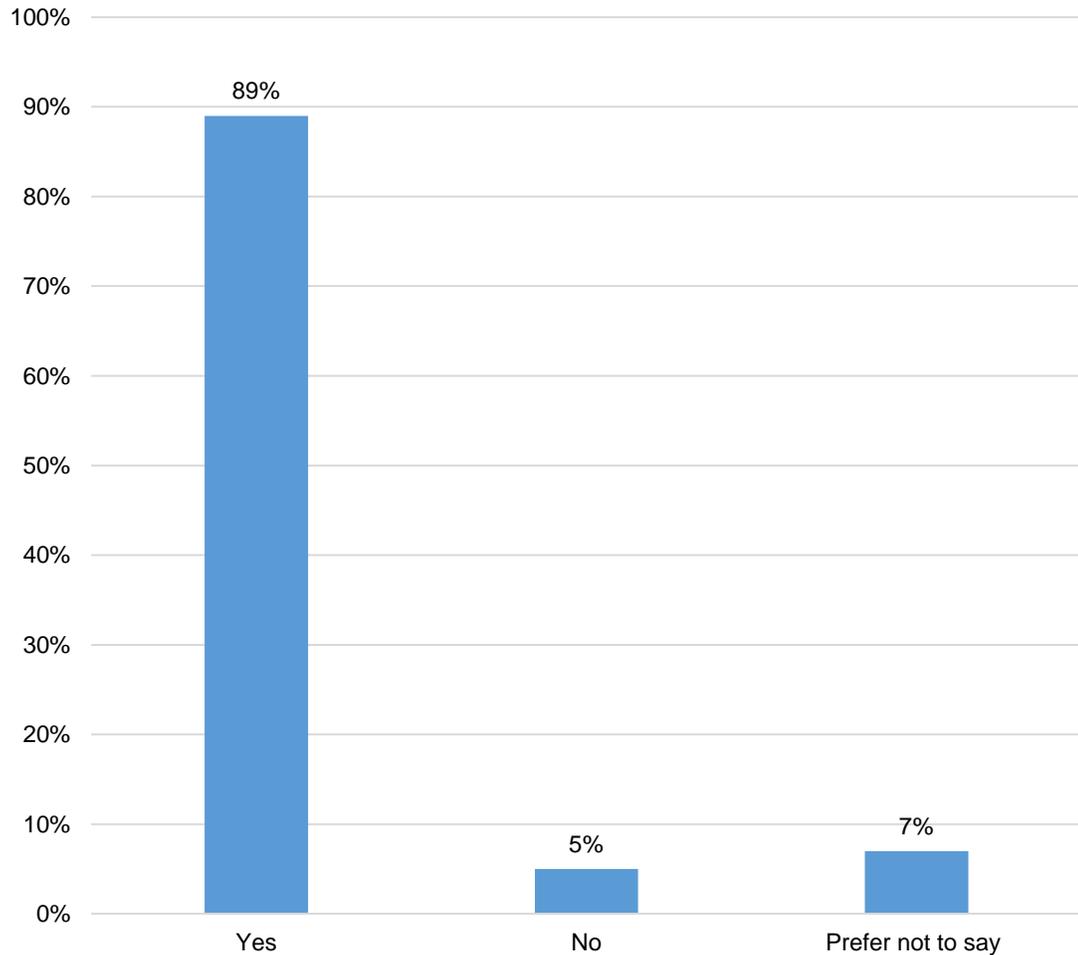
### Has your income reduced since the Covid-19 pandemic?



# Are you still able to meet your household expenditure?

(Question 24)

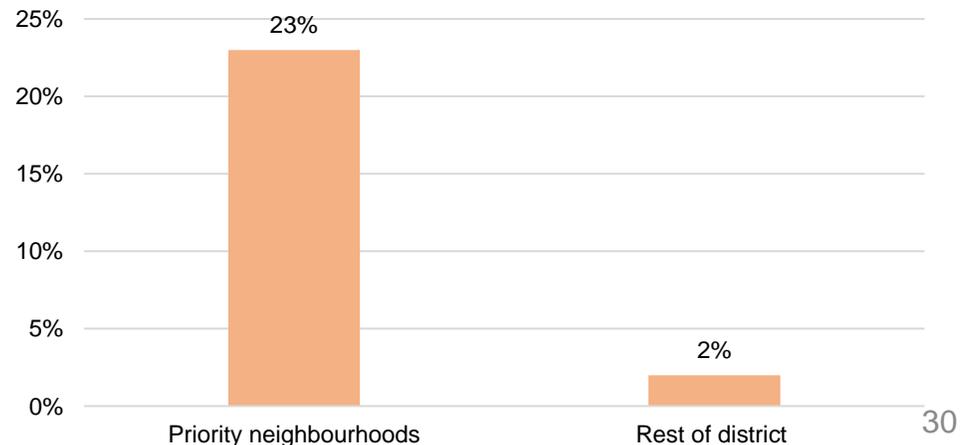
## Are you still able to meet your household expenditure?



Base: n= 929

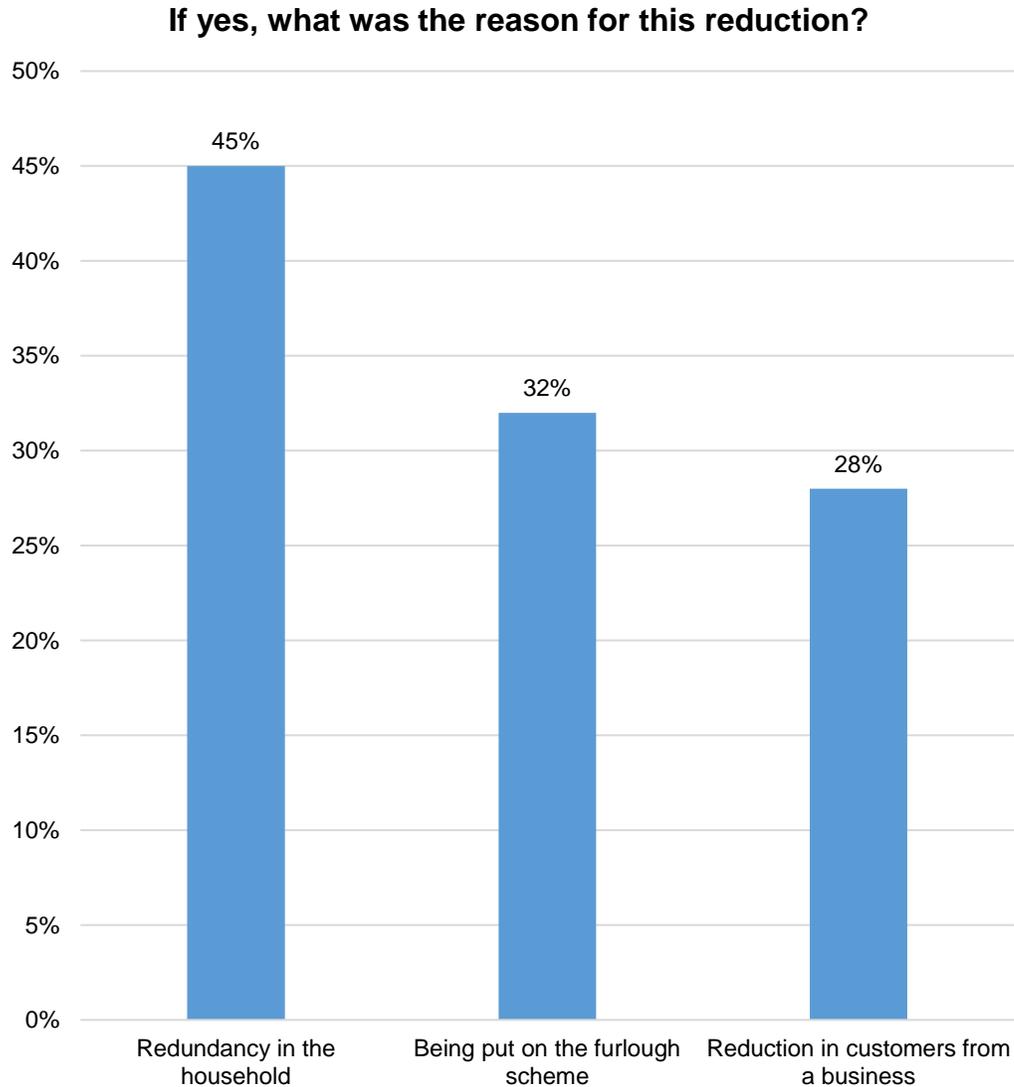
- The majority of respondents were still able to meet their household expenditure (89%).
- Those aged between **16-34** were most likely to be unable to meet their household expenditure (10%).
- **Disabled** respondents were more likely to be unable to meet their household expenditure than non-disabled respondents (13% disabled vs 4% non-disabled).
- **Men** were more likely to be unable to meet their household expenditure than women (8% men vs 2% women).
- Respondents in **priority neighbourhoods** were more likely to be unable to meet their household expenditure than those in the rest of the district (23% priority neighbourhoods vs 2% rest of district).

## Are you still able to meet your household expenditure?



# If yes, what was the reason for this reduction?

(Question 25)



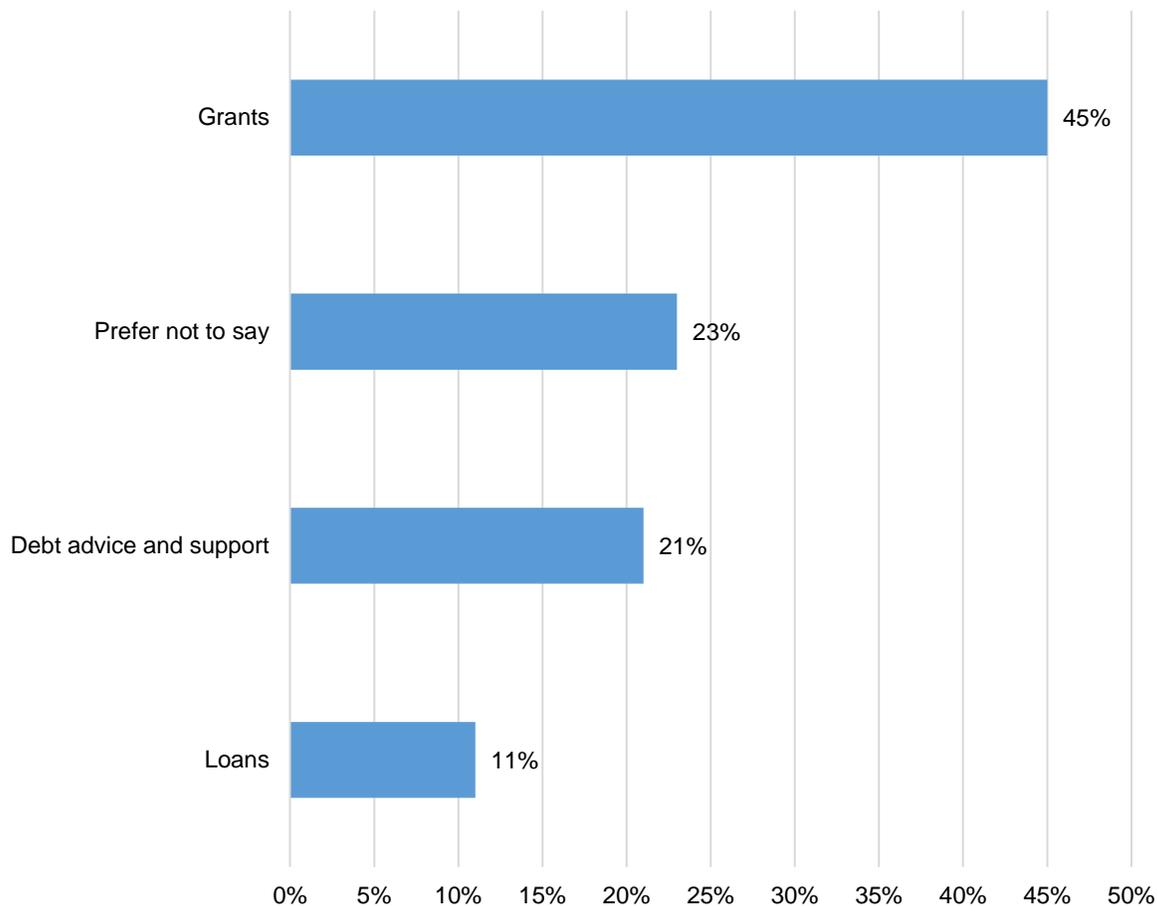
- The most common reason for reduction in income was a redundancy in the household (45%).
- Those aged between **16-34** were most likely to have had a redundancy in the household leading to a reduction in income (100%). Respondents aged **65+** were most likely to have suffered a reduction in income due to a loss of customers from a business (57%).
- **Women** were more likely than men to have experienced a redundancy in the household (55% women vs 32% men). **Men** were more likely than women to have had a reduction in income due to a loss of customers from a business (38% men vs 19% women).
- Other themes included a change in job/income (26 comments) and household costs increasing (16 comments).

If yes, what was the reason for this reduction?	
Comments:	Count:
None/no reduction	94
Misc	31
Change in job/income	26
Household costs increasing (tax,food,bills)	16
Retirement	16
Pension	13
Casual worker (non contract,zero hours)	6
Furloughed	4
No return on savings	4
In receipt of UC	2

# Out of these options, which would be your preferred method of financial support?

(Question 26)

Out of these options, which would be your preferred method of financial support?

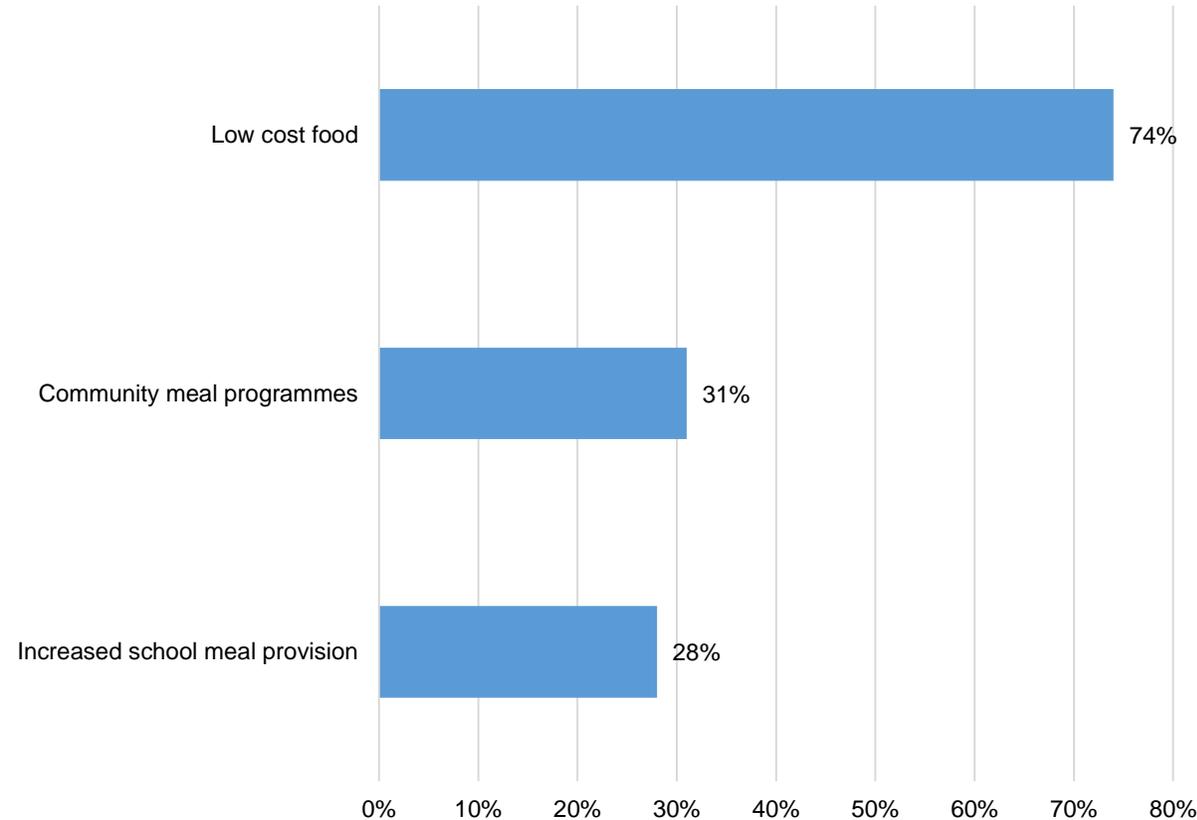


- The preferred method of financial support was grants (45%).
- Those aged between **16-34** were more likely to prefer financial support in the form of grants and loans (56% and 20% respectively). Respondents aged 35-44 were more likely to prefer debt advice and support (31%).
- **White** respondents were more likely to prefer grants (49% white vs 8% BAME). **BAME** respondents were more likely to prefer loans (33% BAME vs 10% white).
- **Disabled** respondents were also more likely to prefer grants (64% disabled vs 42% non-disabled). Whereas, **non-disabled** respondents preferred loans (13% non-disabled vs 2% disabled).
- Those in **priority neighbourhoods** also preferred loans as a method of financial support (21% priority neighbourhoods vs 10% rest of district).
- Other comments included lower tax (5 comments), improved pensions (2 comments) and better knowledge of what support is available (1 comment)

# What type of support would you prefer if you have challenges around accessing enough food for you and your family?

(Question 27)

## What type of support would you prefer if you have challenges around accessing enough food for you and your family?

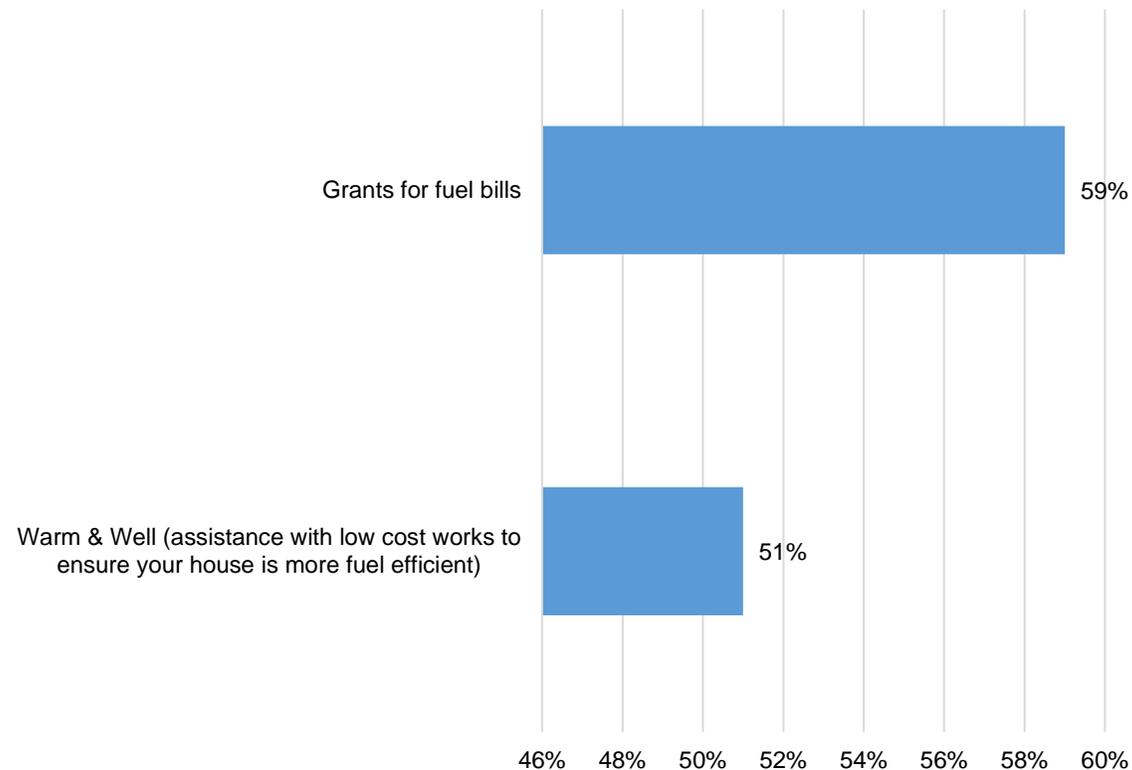


- The preferred method of food support was low cost food provision (74%).
- Those aged **16-34** were more likely to prefer community meal programmes (38%). Respondents aged **35-44** were more likely to prefer increased school meals as a form of support (52%).
- **Disabled** respondents were more likely than non-disabled respondents to prefer community meal programmes (62% disabled vs 27% non-disabled). **Non-disabled** respondents would prefer low cost food as a form of support (74% non-disabled vs 65% disabled).
- Those in **priority neighbourhoods** also preferred community meal programmes (56% priority neighbourhoods vs 28% rest of district).
- Other themes included more education on healthy meals and budgeting (11 comments), community fridges where food can be handed out for free (3 comments) and food vouchers (2 comments).

# What type of support would you prefer if you have challenges around accessing enough fuel for you and your family?

(Question 28)

What type of support would you prefer if you have challenges around accessing enough fuel for you and your family?

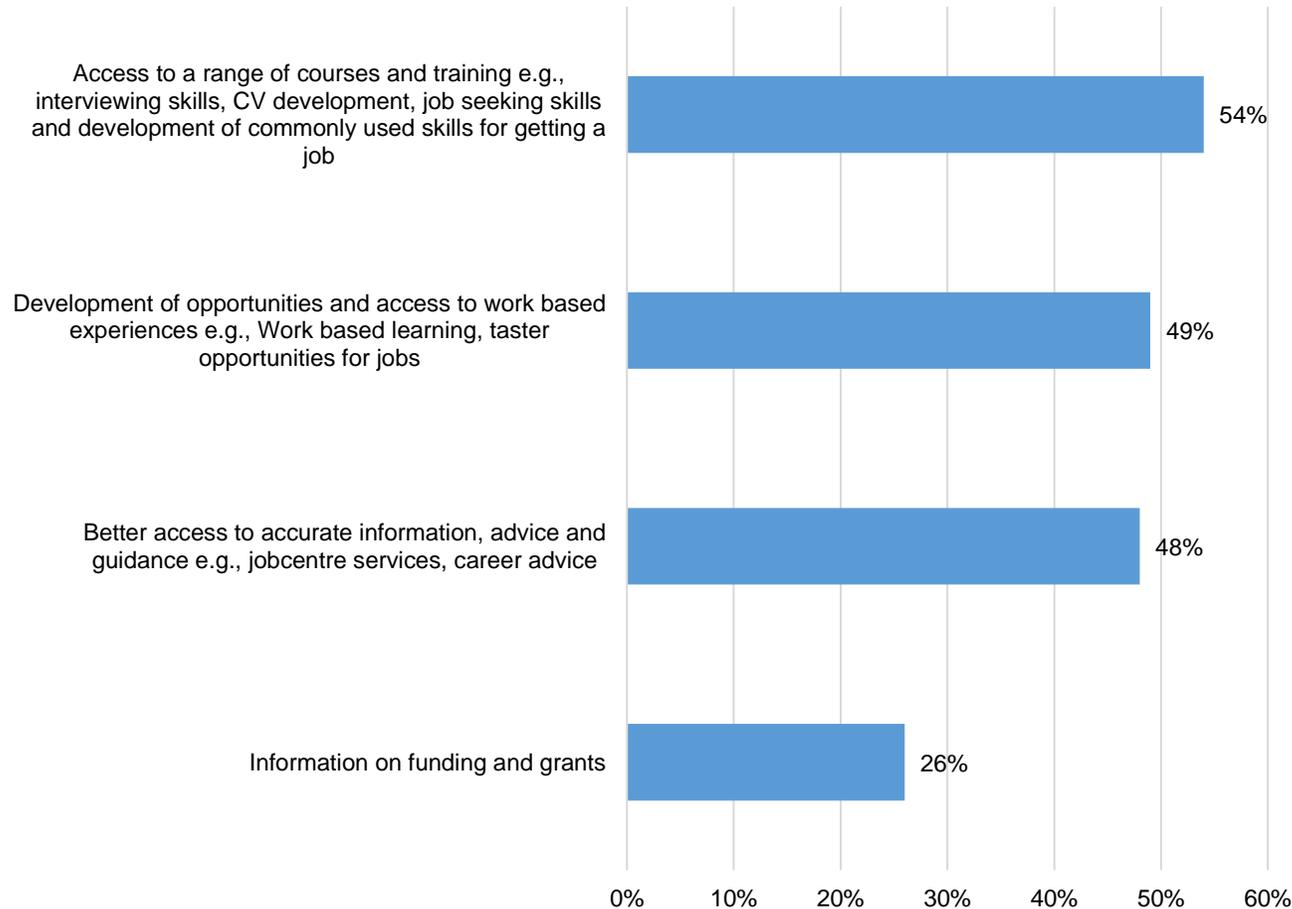


- The preferred method of fuel support was grants for fuel bills (59%).
- **White** respondents were more likely to prefer support in the form of grants (61% white vs 40% BAME). BAME respondents were more likely to prefer assistance from Warm & Well than white respondents (76% BAME vs 49% white).
- **Disabled** respondents were more likely to prefer assistance from Warm & Well than non-disabled respondents (61% disabled vs 49% non-disabled).
- **Women** were more likely to prefer assistance from Warm & Well than men (54% women vs 47% men).
- Those in **priority neighbourhoods** were more likely to prefer support in the form of grants (71% priority neighbourhoods vs 57% rest of district). Respondents in the **rest of the district** were more likely to prefer assistance from Warm & Well (53% rest of district vs 38% priority neighbourhoods).
- Other themes included cheap fuel rates (4 comments), low cost work available to improve the energy efficiency of homes (3 comments) and more education surrounding energy efficiency (2 comments).

# What type of support would you prefer if you have challenges accessing employment opportunities?

(Question 29)

## What type of support would you prefer if you have challenges accessing employment opportunities?

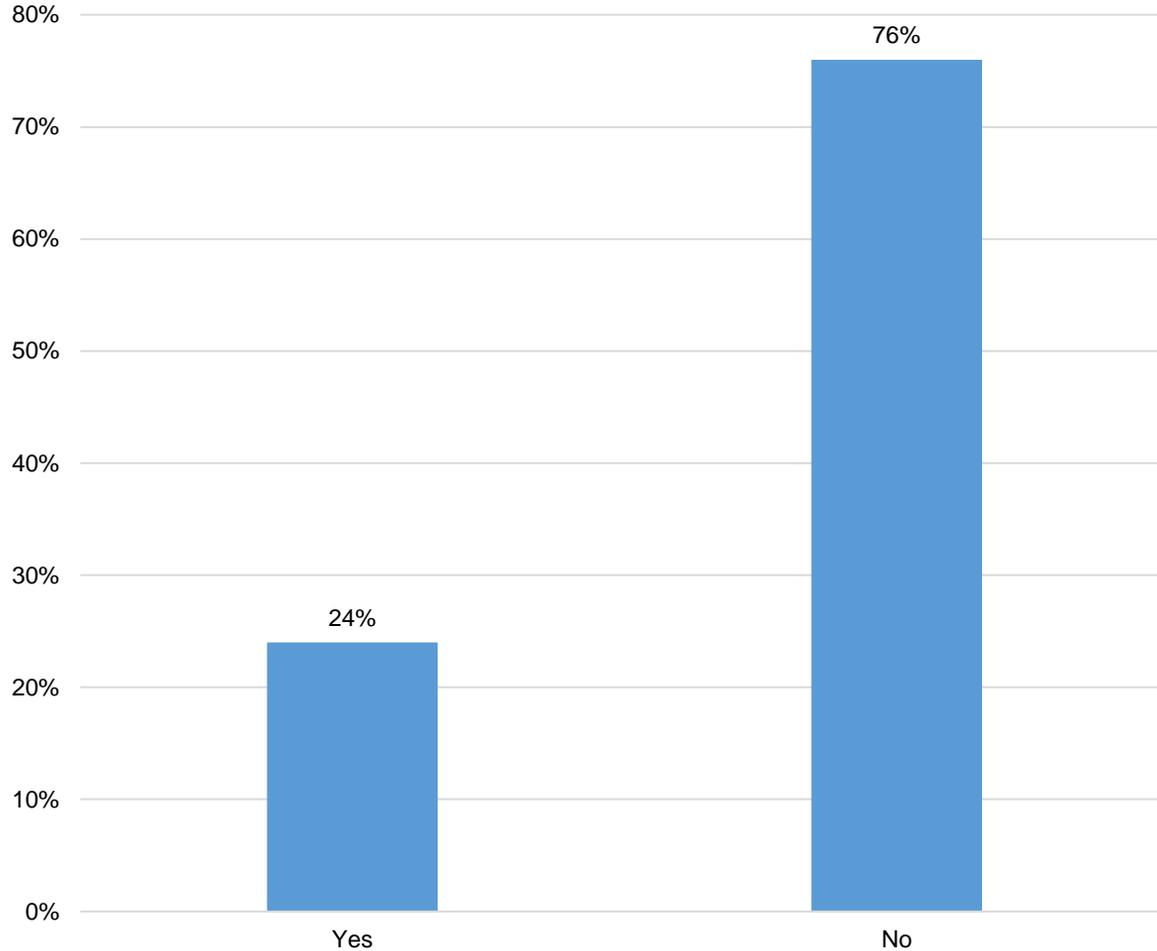


- The preferred method of employment support was better access to courses and training (54%).
- Respondents aged **16-34** would more likely to prefer more accurate information, advice and guidance (job centres, careers advice) and more information on funding and grants available (57% and 34% respectively).
- **BAME** respondents were more likely to prefer access to work based learning and job tasters (77% BAME vs 49% white).
- **Disabled** respondents were more likely to prefer more information on the funding and grants available (56% disabled vs 22% non-disabled).
- **Women** were more likely to prefer better access to information, advice and guidance (job centres, careers advice) (54% women vs 42% men). **Men** were more likely to prefer more information on funding and grants available (33% men vs 19% women).
- Respondents in **priority neighbourhoods** were more likely to prefer more accurate information, advice and guidance (job centres, careers advice) (63% priority neighbourhoods vs 46% rest of district). Those in **priority neighbourhoods** would also prefer to receive information on the funding and grants available (53% priority neighbourhoods vs 21% rest of district).
- Other themes included better access and information for all residents (1 comment) and more apprenticeships (1 comment).

# Do you currently volunteer in your local community?

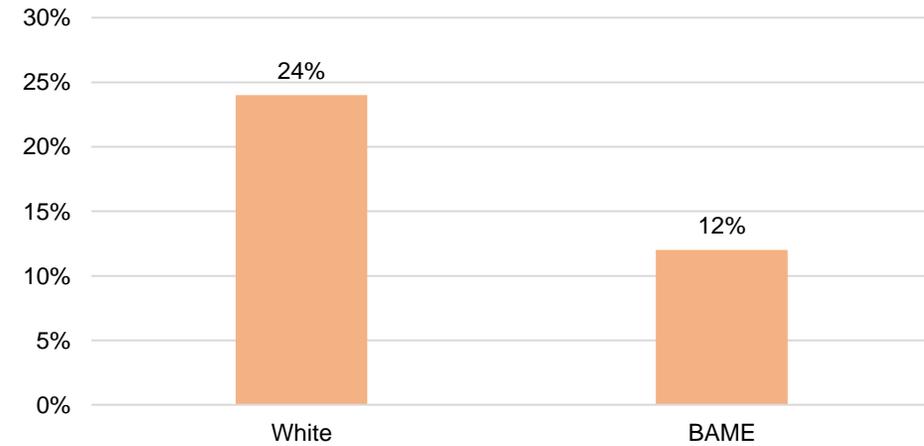
(Question 30)

## Do you currently volunteer in your local community?



- The majority of respondents do not currently volunteer (76%).
- Those aged **65+** were more likely to volunteer (32%). Those aged **16-34** were less likely to volunteer (16%).
- **White** respondents are more likely to volunteer than BAME respondents (24% white vs 12% BAME).

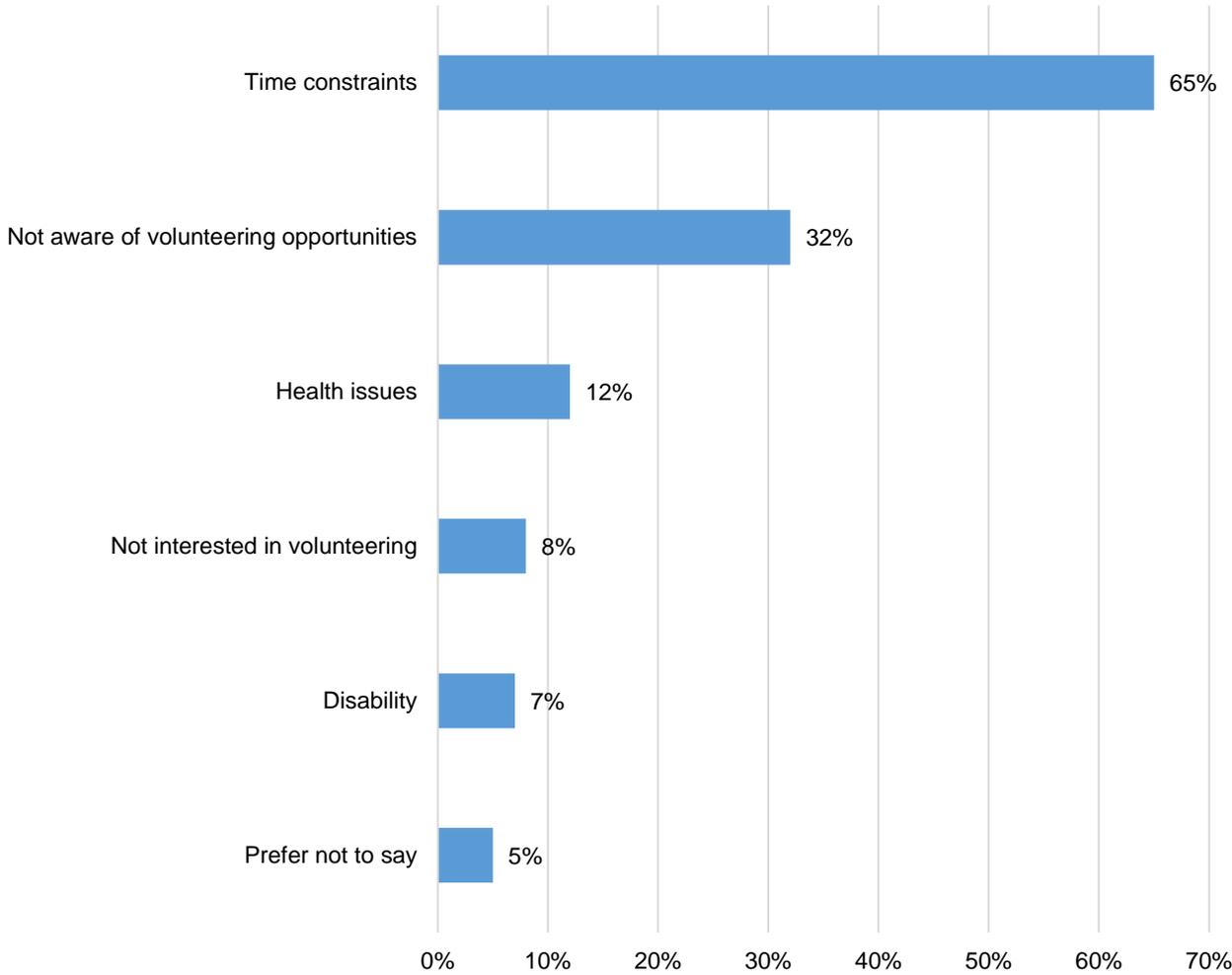
## Do you currently volunteer in your local community?



# What prevents you from volunteering?

(Question 31)

## What prevents you from volunteering?



- The most common factor that prevented respondents from volunteering was time constraints (65%).
- Those aged between **16-34** were more likely to not volunteer due to time constraints (82%). Respondents **65+** were more likely to be prevented by an existing disability or health issues (16% and 36% respectively).
- **BAME** respondents were more likely to be unaware of the volunteering opportunities available (66% BAME vs 31% white).
- **Non-disabled** respondents were more likely to not volunteer due to time constraints (71% non-disabled vs 31% disabled).
- **Women** were more likely to be unaware of the volunteering opportunities available (36% women vs 27% men). **Men** were more likely to be prevented by an existing disability (11% men vs 4% women).
- Other themes included age preventing some respondents from volunteering (31 comments), already caring for a friend/family member (23 comments), work commitments (9 comments) and covid-19 (9 comments).

## Profile of respondents

	Unweighted sample base	Unweighted %	Census 2011 % (Target for weighting)
<b>Sample base</b>	949	100%	100.0%
<b>Priority neighbourhoods and rest of district</b>			
Kingswood	35	3.7%	5.5%
Yate & Dodington	24	2.5%	3.0%
Staple Hill	21	2.2%	2.2%
Cadbury Heath	12	1.3%	1.2%
Patchway	0	0.0%	1.7%
Rest of district	857	90.3%	86.3%
<b>Gender</b>			
Male	513	54.1%	50.0%
Female	426	44.9%	50.0%
Prefer not to say	10	1.1%	
<b>Age group</b>			
16-34	33	3.5%	28.7%
35-44	69	7.3%	17.9%
45-64	337	35.5%	32.6%
65+	487	51.3%	21.0%
Prefer not to say	23	2.4%	
<b>Ethnicity</b>			
White	865	91.1%	95.0%
BAME	21	2.2%	5.0%
Prefer not to say	63	6.6%	
<b>Disability</b>			
Yes	117	12.3%	16.0%
No	793	83.6%	84.0%
Prefer not to say	39	4.1%	