

Policy, Strategy & Communications
Consultation & Intelligence team



Bristol's
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think tank

Bristol Cathedral – Citizens' Panel January 2016 report

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The January 2016 Citizens Panel questionnaire was sent to 2014 Citizens’ Panel members. In total 772 people responded, a 38% response.

Executive summary

Most of the Citizens’ Panel (84%) have visited the cathedral. The main word used to describe the Cathedral was ‘Beautiful’.

- Of these, 20% visited in the last 6 months, 12% in the last year, 22% in the last 3 years, and 30% can’t remember when.

83% of Citizens’ Panel respondents knew that the Cathedral was free to enter.

There was highest awareness of Christmas and Easter services, but lower levels of participation. The Cathedral café and shop and garden have been visited by the greatest proportion of panellists.

- 77% are aware of Christmas and Easter services, 15% have visited.
- 56% are aware of graduation ceremonies, 19% have visited.
- 49% are aware of the Cathedral Café, 28% have visited it.
- 47% are aware of the Cathedral shop, 27% have visited it.
- 45% are aware of the evening concerts, 13% have visited.
- 35% are aware of the garden, 26% have visited.
- 33% are aware of free guided tours, 5% have visited.
- 32% are aware of free lunchtime recitals, 7% have visited.
- 31% are aware of the medieval Chapter House, 20% have visited.

36% of respondents know College Green is an ancient religious site owned by the cathedral.

- 6% have experienced difficulty moved around or enjoying the building.

Panellists are most interested in the history of how Bristol Cathedral was built & why (83%).

- 67% are interested in the story of the Cathedral’s relationship with the city.
- 64% are interested in the treasures of the Cathedral – stained glass windows, silver, fabrics.
- 56% are interested in history of the people who have been a part of the Cathedral’s story.
- 30% are interested in issues of social justice and how to get involved.
- 26% are interested in spirituality and/or meditation.
- 18% are interested in the Christian faith today – people’s stories of faith and prayer






Nearly half of the panel would be interested in seeing Christmas markets in the space between the Cathedral and the Library (48%).

- 40% would be interested in a garden.
- 36% would be interested in pop-up cafes and street food.
- 30% would like an easier route down to Harbourside.
- 22% would like a building with visitor information and a café.
- 26% want it to be left as it is.



131 Panellists would like to receive the cathedral’s public consultation in spring. 125 would like to receive the cathedral’s monthly email newsletter.

Results

84% of Citizens' Panel respondents have visited the cathedral. Of these, 20% visited in the last 6 months, 12% in the last year, 22% in the last 3 years, and 30% can't remember when.

| Have you ever visited Bristol Cathedral? | | | Response Percent | Response Total |
|--|---------------------------------|---|------------------|----------------|
| 1 | Yes – in the last 6 month |  | 19.51% | 150 |
| 2 | Yes – in the last year |  | 11.96% | 92 |
| 3 | Yes - in the last 3 years |  | 21.85% | 168 |
| 4 | Yes – but I can't remember when |  | 30.30% | 233 |
| 5 | Never |  | 16.38% | 126 |

83% of Citizens' Panel respondents knew that the Cathedral was free to enter.

| Did you know that the Cathedral was free to enter? | | | Response Percent | Response Total |
|--|-----|--|------------------|----------------|
| 1 | Yes |  | 83.01% | 635 |
| 2 | No |  | 16.99% | 130 |

Which one word would you use to describe Bristol Cathedral?





Top 10 words used to describe Bristol Cathedral:

| | | |
|-------------|----|-----|
| Beautiful | 88 | 13% |
| Historic | 40 | 6% |
| Impressive | 39 | 6% |
| Peaceful | 29 | 4% |
| Magnificent | 26 | 4% |
| Grand | 25 | 4% |
| Majestic | 24 | 4% |
| Old | 23 | 3% |
| Interesting | 20 | 3% |
| Imposing | 19 | 3% |

There were highest levels of awareness of Christmas and Easter services, but lower levels of participation. Highest levels of participation were for the Café, shop and garden.

| Were you aware of any of the following at the Cathedral? Have you visited any of the following?(please tick all that apply) | | |
|--|-----------------|----------------|
| | Aware of | Visited |
| Christmas and Easter services | 76.74% 518 | 14.81% 100 |
| The Cathedral Café | 49.04% 331 | 27.56% 186 |
| The Cathedral shop | 46.81% 316 | 26.96% 182 |
| The Garden | 35.41% 239 | 26.22% 177 |
| Free lunchtime recitals | 31.56% 213 | 6.96% 47 |
| The medieval Chapter House | 31.11% 210 | 19.70% 133 |
| Free guided tours | 32.59% 220 | 5.19% 35 |
| Evening concerts | 45.19% 305 | 13.19% 89 |
| Graduation ceremonies | 56.44% 381 | 19.11% 129 |

36% of respondents know that College Green is an ancient religious site, owned by the cathedral.

| Bristol Cathedral stands alongside College Green. Did you know that College Green is an ancient religious site, owned by the Cathedral? | | | | | |
|--|-----|--|--|-------------------------|-----------------------|
| | | | | Response Percent | Response Total |
| 1 | Yes |  | | 36.34% | 278 |
| 2 | No |  | | 63.66% | 487 |








6% of Citizens' Panel respondents have experienced difficulty moved around or enjoying the building.

| Bristol Cathedral would like to improve the access issues in and around the site. Have you ever experienced any difficulty in moving around or enjoying the building? | | | Response Percent | Response Total |
|---|-----|--|------------------|----------------|
| 1 | Yes | | 6.43% | 47 |
| 2 | No | | 93.57% | 684 |



Panellists are most interested in the history of how the Cathedral was built and why.

| Are you interested in any of the following? (please tick all that apply) | | | Response Percent | Response Total |
|--|---|--|------------------|----------------|
| 1 | The history of how Bristol Cathedral was built and why | | 83.15% | 518 |
| 2 | The history of the people who have been a part of the Cathedral's story | | 56.18% | 350 |
| 3 | The treasures of the Cathedral – stained glass windows, silver, fabrics | | 63.88% | 398 |
| 4 | The story of the Cathedral's relationship with the city | | 66.61% | 415 |
| 5 | The Christian faith today – hearing people's stories of faith, understanding prayer | | 18.46% | 115 |
| 6 | Issues of social justice and how to get involved | | 30.34% | 189 |
| 7 | Spirituality and/or meditation | | 25.68% | 160 |

Christmas markets were the most popular use of space between the Cathedral and Central library, followed by a garden.

| The Cathedral is looking into doing something different with the space at the West End, between the Cathedral and the Library. Which of the following might you be interested in seeing this space (please tick any that apply) | | | Response Percent | Response Total |
|--|---|---|-------------------------|-----------------------|
| 1 | Pop-up cafes and street food |  | 36.04% | 266 |
| 2 | Christmas markets |  | 47.56% | 351 |
| 3 | A garden |  | 40.38% | 298 |
| 4 | A building – visitor information and cafe |  | 21.54% | 159 |
| 5 | An easier route down to Harbourside |  | 29.81% | 220 |
| 6 | Leave it as it is |  | 25.61% | 189 |
| 7 | Other (please specify): |  | 6.50% | 48 |

66% of Citizens' Panel respondents would like to receive the cathedral's public consultation in spring
63% would like to receive the cathedral's monthly email newsletter.







| Would you like to receive any of the following by email? | | | Response Percent | Response Total |
|---|---|--|-------------------------|-----------------------|
| 1 | The cathedral's public consultation in spring |  | 65.83% | 131 |
| 2 | The cathedral's monthly email newsletter |  | 62.81% | 125 |









Demographics of respondents



| Age | | | | |
|--|-------|--|------------------|----------------|
| Under 25 year olds are underrepresented in the response, with 2% of respondents being in that group, compared to 19% of the population as a whole. | | | | |
| | | | Response Percent | Response Total |
| 1 | 16-19 | | 0.00% | 0 |
| 2 | 20-24 | | 2.11% | 16 |
| 3 | 25-34 | | 13.03% | 99 |
| 4 | 35-44 | | 17.50% | 133 |
| 5 | 45-54 | | 18.16% | 138 |
| 6 | 55-64 | | 20.26% | 154 |
| 7 | 65-74 | | 18.95% | 144 |
| 8 | 75+ | | 10.00% | 76 |




| Gender | | | | |
|--|--------|--|------------------|----------------|
| Females are slightly overrepresented in the response, with 54% of respondents being in that group, compared to 50% of the population as a whole. | | | | |
| | | | Response Percent | Response Total |
| 1 | male | | 46.20% | 353 |
| 2 | female | | 53.80% | 411 |

| Transgender | | | | |
|-------------|-------------------|--|------------------|----------------|
| | | | Response Percent | Response Total |
| 1 | Yes | | 0.31% | 2 |
| 2 | No | | 91.25% | 584 |
| 3 | Prefer not to say | | 8.44% | 54 |

| Ethnicity | | | | |
|---|-----------------------|--|-------------------------|-----------------------|
| White British are overrepresented in the response, with 89% of respondents being in that group, compared to 78% of the population as a whole. | | | | |
| BME are underrepresented, with 6% of respondents being in that group, compared to 16% of the population as a whole. | | | | |
| | | | Response Percent | Response Total |
| 1 | white british |  | 88.58% | 659 |
| 2 | white irish |  | 0.40% | 3 |
| 3 | white polish |  | 0.94% | 7 |
| 4 | white gypsy/traveller |  | 0.13% | 1 |
| 5 | other white |  | 4.30% | 32 |
| 6 | BME |  | 5.65% | 42 |

| Religion | | | | |
|-----------------|-------------------|---|-------------------------|-----------------------|
| | | | Response Percent | Response Total |
| 1 | Christian |  | 51.21% | 380 |
| 2 | Muslim |  | 0.94% | 7 |
| 3 | Hindu |  | 0.13% | 1 |
| 4 | Sikh |  | 0.13% | 1 |
| 5 | Jewish |  | 0.40% | 3 |
| 6 | Buddhist | | 0.00% | 0 |
| 7 | Other |  | 2.16% | 16 |
| 8 | None |  | 40.03% | 297 |
| 9 | Prefer not to say |  | 4.99% | 37 |

| Disabled | | | | |
|-----------------|-----|---|-------------------------|-----------------------|
| | | | Response Percent | Response Total |
| 1 | yes |  | 18.01% | 139 |
| 2 | No |  | 81.99% | 633 |

| Sexuality | | | | |
|------------------|------------------------|---|-------------------------|-----------------------|
| | | | Response Percent | Response Total |
| 1 | Lesbian, gay, bisexual |  | 4.85% | 36 |
| 2 | Heterosexual |  | 89.10% | 662 |
| 3 | Prefer not to say |  | 6.06% | 45 |

| Ward | | Response Percent | Response Total |
|------|------------------|------------------|----------------|
| 1 | Ashley | 4.40% | 32 |
| 2 | Avonmouth | 2.88% | 21 |
| 3 | Bedminster | 2.88% | 21 |
| 4 | Bishopston | 3.98% | 29 |
| 5 | Bishopsworth | 2.61% | 19 |
| 6 | Brislington East | 2.61% | 19 |
| 7 | Brislington West | 2.47% | 18 |
| 8 | Cabot | 2.20% | 16 |
| 9 | Clifton | 2.61% | 19 |
| 10 | Clifton East | 2.88% | 21 |
| 11 | Cotham | 3.30% | 24 |
| 12 | Easton | 3.30% | 24 |
| 13 | Eastville | 2.75% | 20 |
| 14 | Filwood | 1.65% | 12 |
| 15 | Frome Vale | 3.16% | 23 |
| 16 | Hartcliffe | 2.20% | 16 |
| 17 | Henbury | 2.75% | 20 |
| 18 | Hengrove | 3.30% | 24 |
| 19 | Henleaze | 3.43% | 25 |
| 20 | Hillfields | 3.43% | 25 |
| 21 | Horfield | 1.37% | 10 |
| 22 | Kingsweston | 2.61% | 19 |
| 23 | Knowle | 3.30% | 24 |
| 24 | Lawrence hill | 2.06% | 15 |
| 25 | Lockleaze | 2.75% | 20 |
| 26 | Redland | 2.47% | 18 |
| 27 | St George East | 2.88% | 21 |
| 28 | St George West | 2.88% | 21 |
| 29 | Southmead | 1.79% | 13 |
| 30 | Southville | 2.75% | 20 |
| 31 | Stockwood | 3.02% | 22 |
| 32 | Stoke Bishop | 3.71% | 27 |
| 33 | Westbury on Trym | 4.12% | 30 |
| 34 | Whitchurch Park | 2.75% | 20 |
| 35 | Windmill Hill | 2.75% | 20 |