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Social Research Institute

Shaping Perceptions and Attitudes to Realise the Diversity Advantage

Findings from Wave One

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1. Summary

This study, conducted by the Ipsos Social Research Institute, explores whether perceptions and attitudes of the public towards migrants and cultural diversity can be affected by the use of targeted communication strategies. Findings from wave one of the survey will help the seven towns/cities participating in SPARDA develop their communication strategies. The survey will also provide a baseline measure of perceptions towards migrants and cultural diversity. Wave two will also gather data on the perceptions towards migrants and cultural diversity as well as information to test the communication strategies. This report presents the findings from wave one of the research. The research consisted of face to face surveys conducted in the seven local entities participating in the SPARDA project.

The results show that out of the response options provided, people are most likely to associate the term 'migrant' with a person not born in a given country but has come to live in the country to earn a living (83%). A high proportion also consider a person escaping war or persecution and seeking protection in another country (63%) to be a migrant. Overall, results show that there is a higher proportion of people who feel negative about the recent trends in migration (51%) than those who feel positive (12%) or neutral (37%). In Patras, the vast majority of people (89%) feel negative about levels of migration. Most people also feel negative in Limassol (69%), Reggio Emilia (48%) and Coimbra (45%). In Had Dingly, Valencia/l'Horta Nord and Lyon, most people are likely to feel neutral (55%, 41% and 54%, respectively).

Most people do not recognise the advantages of immigration. Of the statements provided, the highest proportion of people generally tended to agree with the negative statements and disagree with the positive statements provided. Opinions vary greatly by local entity. Perhaps unsurprisingly considering the high proportion of people who feel negatively towards levels of migration, the residents of Patras and Limassol are least likely to recognise the diversity advantage.

People were asked to rate how they feel about different groups using a thermometer running from zero to a hundred degrees (the higher the number, the warmer or more favourable). Overall results show that the groups people feel the coldest towards are illegal migrants and Gypsies/Roma (with 62% and 61% of people giving a score below 50 for these two groups, respectively). Following previous reported data patterns, people living in Patras and Limassol express colder feelings than other cities towards all groups. In these two cities, the majority of people claim to feel cold about almost all groups whilst people in Valencia/l'Horta Nord and Lyon generally express warmer feelings towards all groups.

There is variation between attitudes towards the level of migration and the level of contact people have with different groups of people. People classified as having a high level of contact with other groups tend to feel more positive towards levels of migration (17%) than those with low contact (9%). There is a similar pattern in relation to warmth of feeling and level of contact. There is also a pattern according to perceived level of neighbourhood cohesion and attitudes towards migration. People who perceive social cohesion in their neighbourhood as being weak are more likely to feel negatively towards levels of migration. Again, there is a similar pattern according to warmth of feeling and level of contact.

2. Background and Methodology

2.1 Background and country context

Shaping perceptions and attitudes to realise the diversity advantage (SPARDA) is a joint action of the Council of Europe and the European Commission. It builds on previous work of the Council of Europe in the field of integration and intercultural dialogue, in particular the White Paper on Intercultural Dialogue[1], the Intercultural Cities (ICC) strategy[2] and the "Speak out against discrimination" campaign.

Successful integration of migrants depends strongly on the perceptions of the host community towards migrants and ethno-cultural diversity. Such perceptions are a product of a complex web of factors and circumstances but to a certain extent can be influenced by the way opinion leaders, in particular political leaders and the media, address such issues[3]. While many cities and organisations around Europe make significant effort to shape public perceptions towards migration and diversity in a balanced way, there is a lack of systematic evidence of the impact of such actions or the communication and awareness strategies which deliver best results.

This study, conducted by the Ipsos Social Research Institute, explores whether perceptions and attitudes of the public towards migrants and cultural diversity can be affected by the use of targeted communication strategies. Wave one of the survey provides a baseline measure of perceptions towards migrants and cultural diversity in the seven towns/cities participating in SPARDA. Findings will also help these towns/cities in the development stages of their communication strategies. Wave two will also gather data on the perceptions towards migrants and cultural diversity as well as information to test the communication strategies.

This report presents the findings from wave one of the research. Before outlining the methodology and reporting the main findings, it is important to provide some background on each of the towns/cities participating in SPARDA to provide a context for the latter findings. For the purposes of this report we refer to the towns and cities partaking in the research as local entities.

2.1.1 Lyon, France

Lyon is the second largest city in France and is the capital of the Rhône-Alpes region. It is the region's most densely populated area – with a population size of 445,274 inhabitants (1999)[4]. It is also France's second largest business capital after Paris. It is a major industrial centre specialising in chemical, pharmaceutical and biotech industries and there is also a significant software industry. It also hosts the international headquarters of Interpol and Euronews.

[1] http://www.coe.int/t/dg4/intercultural/
[2] http://www.coe.int/t/dg4/cultureheritage/culture/Cities/default_en.asp
[3] http://www.coe.int/t/dg4/cultureheritage/culture/SPARDA/default_en.asp
4 French National Institute for Statistics and Economic Studies (INSEE)

In 1999, it was estimated that 8% of the total population were foreign nationals. Regardless of their nationality today, 14% were born abroad, 4.2% of these in Algeria and 3.3% in the EU (INSEE)[5].

Findings from the current survey show Lyon residents are most likely, in comparison with other local entities included in the study, to have high contact with people from different backgrounds to themselves (either in their neighbourhoods or at work). Thirty-eight per cent of people report having a lot of contact and 41% a medium amount of contact. It is likely this is due to the fact it is a large city with a diverse population. People are also more likely to have travelled or lived abroad than residents in many of the other cities. They are also most likely to report that there local area is a place where people from different ethnic and religious backgrounds get on well together (75% in comparison with an average of 59%).

Lyon is also a part of the Council of Europe ICC strategy. See also: http://www.coe.int/t/dg4/cultureheritage/culture/cities/lyon_en.asp

Limassol, Cyprus

Limassol is located on Akrotiri Bay on the island's southern coast. It is the second largest city in Cyprus. It has the biggest port in the Mediterranean transit trade and has become one of the most important tourism, trade and service-providing centres in the area. In 2009, the metropolitan area of Limassol was estimated to have a population of 187,100[6]

Limassol traditionally has a mixed population of Greek and Turkish Cypriots. Many Greek Cypriots from the north of Cyprus, who became refugees following the Turkish invasion, settled in Limassol. During the 1990s, several Cypriot Roma (considered Turkish Cypriots according to the constitution) returned from the north of the island. In 2006, it was estimated that 6% of the total population were third country nationals. There is also a relatively large Russian community because of international companies operating in Limassol.

Findings from the current survey show Limassol residents have a lot of contact with people from different backgrounds to themselves (either in their neighbourhoods or at work) with 31% of people having a lot of contact and 39% a medium amount of contact. Residents are also more likely to have travelled or lived abroad than residents in many of the other cities. A relatively high proportion of residents (61%) feel that their local area is a place where people from different ethnic and religious backgrounds get on well together.

Limassol is also a part of the Council of Europe ICC strategy. See also: http://www.coe.int/t/dg4/cultureheritage/culture/cities/limassol_en.asp

5 http://www.coe.int/t/dg4/cultureheritage/culture/cities/lyon_en.asp
6 Demographic Report 2009, Statistical Service, Republic of Cyprus, 2010: 57

2.1.2 Valencia/l'Horta Nord (HN)

This local entity consists of Valencia as well as the l'Horta Nord region, situated in the northwest of the Valencia province. According to 1/1/2010 municipal records (Padrón Municipal)[7] the region of Valencia has a population of 5,111,706 inhabitants and covers an area of 170 km^2.

It is estimated that 18% of the total population of the Valencia region are foreigners (in comparison with 12% for Spain overall). In the l'Horta Nord region, the migrants represent approximately 9% of the total population. The main migrant communities are from Romania, Equador, Morocco and Columbia (each 6%).

Findings from the current survey show it is common for residents in Valencia and l'Horta Nord to live in neighbourhoods or work with people from a different ethnic background to themselves (13% high; 44% medium and 32% low). They are significantly less likely than residents in Lyon and Limassol to have travelled or lived abroad. A relatively high proportion of residents (62%) feel that their local area is a place where people from different ethnic and religious backgrounds get on well together.

Reggio Emilia, Italy

Reggio Emilia is one of several small, wealthy cities in Emilio Romagna, a region in Northern Italy. According to their Intercultural city profile[8], in 2007 the number of non-EU citizens living in Reggio Emilia was 18,216 out of a total population of 159,809 citizens.

The main non-EU minority groups are: Albanian (2600), Moroccan (2573), Chinese (2117), Ghanaian (1503), Ukrainian (1232), Tunisian (1145), Egyptian (1112), Nigerian (723), Romanian (714) and Moldovan (568).

Findings from the current survey show a relatively high proportion of residents in Reggio Emilia (62%) report having a medium level of contact in their neighbourhoods or at work with people from a different ethnic background to themselves (20% high; 62% medium and 18% low). Of all the local entities, Reggio Emilia had the fewest number of people categorised as having 'low contact' with people from different backgrounds. People are significantly less likely than residents in Lyon and Limassol to have travelled or lived abroad. Residents are more likely than those in most other local entities to report that they feel their local area is not a place where people from different ethnic and religious backgrounds get on well together (42%). Although, a higher proportion of residents feel that people do get on well together (48%).

Reggio Emilia is also a part of the Council of Europe ICC strategy. See also: http://www.coe.int/t/dg4/cultureheritage/culture/cities/reggio/en.asp.

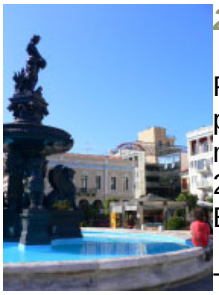
[7] Instituto Nacional de Estadística de España. "Preview of Municipal Registry" at 1 January 2011
[8] http://www.coe.int/t/dg4/cultureheritage/culture/cities/Reggio_profile_en.pdf

2.1.3 Coimbra, Portugal

Coimbra is one of the most important urban centres in Portugal. Although it served as a capital during the middle ages, it is better-known nowadays for its university which is one of the oldest in Europe and the oldest academic institution in the Portuguese-speaking world. According to the 2001 Census, the city has a population of 101,069 and the municipality a population of 148,443.

There is a long history of emigration from former Indian, African and Asian overseas territories. Since the 1990s, alongside the boom in the construction industry, several new waves of Brazilian and Ukrainian migrants have settled. These constitute the two largest migrant groups in Coimbra.

Findings from the current survey show Coimbra residents are more likely than residents from most of the other local entities included in the study to have a low level of contact with people from a different ethnic background to themselves (13% high; 11% medium and 76% low). Of all the local entities, Coimbra had the second highest proportion of people classified as having low contact. People are also significantly less likely than those in Lyon and Limassol to have travelled or lived abroad. The majority of people report that they feel their local area is a place where people from different ethnic and religious backgrounds get on well together (68%).



2.1.4 Patras, Greece

Patras is the capital of Greece's western region. It is also the principal port looking towards the Ionian Islands and Italy. In 2007, the metropolitan area of Patras was estimated to have a population of 230,000.[9]The City of Patras is a Schengen Treaty entry point for the EU, linking Europe to the East.

There is a high proportion of Albanians living in the city that arrived as a result of economic migration. There is also a reasonably high proportion of people from Eastern European countries.

Findings from the current survey show 62% of Patras residents surveyed lived in neighbourhoods or worked with people from a different ethnic background to themselves (25% high; 37% medium and 38% low). They are significantly less likely than residents in Lyon and Limassol to have travelled or lived abroad. Residents are more likely than those in most other local entities to report that they feel their local areas is not a place where people from different ethnic and religious backgrounds get on well together (39%). Although, the majority of residents feel that people do get on well together (56%).

Patras is also a part of the Council of Europe ICC strategy. See also: http://www.coe.int/t/dg4/cultureheritage/culture/cities/patras_en.asp

[9] EU Commission, Directorate General for Regional Policy, Inforegio, Urban Audit, City profile". http://www.urbanaudit.org/CityProfiles.aspx.

2.1.5 Had Dingly, Malta

Had Dingly is a small city on the west coast of Malta, 13 kilometres from the capital Valetta. According to the November 2005 Census, the population was estimated at 3,326 people.

Findings from the current survey show an overwhelming majority (94%) of the residents surveyed were classified as having low contact with people from a different background to themselves (in comparison with 2% who had high contact and 4% medium contact). Of all the local entities surveyed, Had Dingly has the highest proportion of people categorised as having low contact with people from different backgrounds. People are also significantly less likely than residents in Lyon and Limassol to have travelled or lived abroad. Unsurprisingly, residents are more likely than those in most other local entities to report that they could not say whether people from different ethnic and religious backgrounds get on well together because there are too few people in the local area (17%) or residents are all from the same background (23%). However, of those that felt they could comment, 45% agree that people from different ethnic and religious backgrounds get on well, in comparison with 8% who disagree.

2.2 Methodology

The research consisted of a face to face survey conducted in the seven local entities participating in the SPARDA project.

The questionnaire, included in Appendix A, was translated into the predominant mother tongue language in each of the local entities. The length of the questionnaire varied by language although it lasted approximately 20 minutes. Questions were asked on:

- Opportunities to encounter difference
- The meaning of the word ‘migrant’
- Attitudes towards levels of migration
- Warmth of feeling towards different groups of people
- Social Trust
- Social Cohesion

A total of 1,409 interviews were conducted (200 in Lyon, Patras, Had Dingly and Coimbra; 198 in Limassol; 205 in Valencia/l’Horta Nord and 206 in Reggio Emilia). Interviews were conducted between 16th and 30th May 2011. Quotas were set, and the data subsequently weighted, according to national statistics on age, gender and employment status (active/inactive) in the respective areas.

Caution should be used when interpreting these results on a town/city basis due to small sample sizes.

2.3 Variables used in analysis

To conduct some of the analysis outlined in this report it was necessary to create several variables. Several variables feature prominently in the report:

Attitudes towards level of migration: This variable was created using the perceived level of migration questions (Q9a&b) and the personal feeling towards migration levels question (Q10). Using these questions it was possible to generate this variable which acts as an indicator of whether a people feels negative, neutral or positive towards level of migration.

Warmth of feeling towards different groups: People were asked how warm they felt towards several different groups of people (Q12). The results were used to calculate a summary 'warmth' variable which indicates whether people feel warm, neutral or cold towards different groups of people in general.

High, Medium and Low contact: People were asked about the proportion of people in their neighbourhood that were from a different ethnic or religious background (Q1). If they were employed, they were asked a similar question in relation to their work colleagues (Q3). If people had a high proportion of people from different backgrounds on either of these questions they were classified as having a high level of contact.

Neighbourhood Social Cohesion: People were asked to what extent they agreed or disagreed that a) people in this neighbourhood are willing to help their neighbours and b) this is a close-knit neighbourhood (Q17). A variable was then generated which can be used as a proxy for people feelings towards neighbourhood social cohesion and whether they feel it is generally at a high, medium or low level.

Friendliness to different groups: People were asked how friendly they would be to several different groups of people if they moved next door to them. The results were used to calculate a summary 'friendliness' variable which indicates whether a people generally feels friendly, neutral or not friendly towards different groups of people.

2.4 Acknowledgements

We would like to thank residents and local councils/municipalities in all the local entities taking part in the SPARDA evaluation.

2.5 Publication of the Data

As with all our studies, findings from this survey are subject to our standard Terms and Conditions of Contract. Any press release or publication of the findings of this survey requires the advance approval of Ipsos Social Research Institute. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

3. Main Findings

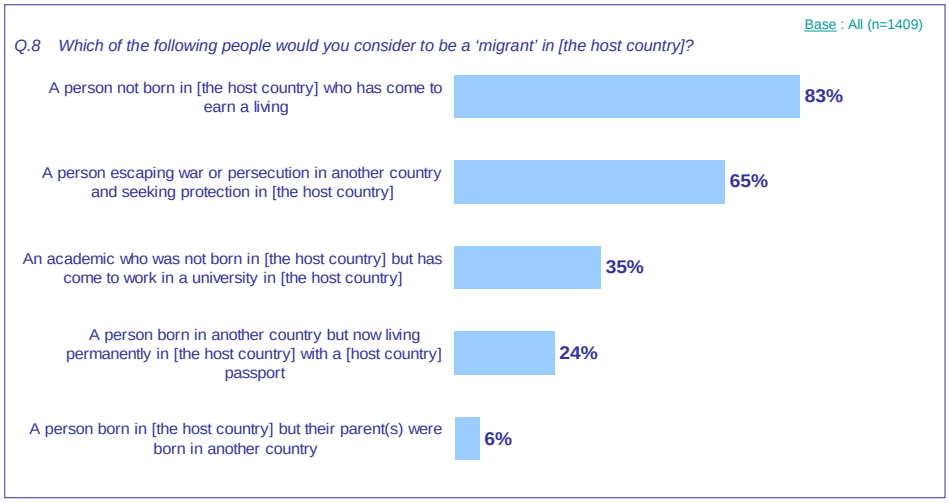
3. Main Findings

This section outlines the main findings from the survey. It explores people's understanding of the word 'migrant,' their personal feelings towards levels of migration, their feelings towards different groups of people as well as their behaviour towards them. It will also describe any differences between local entities, level of contact with people from different backgrounds, perceived neighbourhood social cohesion and demographics (such as gender, age and level of education).

3.1 What is a migrant?

The term 'migrant' can mean different things to different people. For example, some people may associate the term with economic migrants, others with asylum seekers. Some may have a greater understanding of the term than others. For this reason, the survey explored people's understanding of the word migrant, asking people about different groups of people and which of these they would consider to be a 'migrant'. People could choose multiple responses.

The results show that, out of the response options provided, people are most likely to associate the term 'migrant' with a person not born in a given country but has come to live in the country to earn a living (83%). A high proportion of people also consider a person escaping war or persecution and seeking protection in another country (63%) to be a migrant. Only a minority (35%) associated the response option which provided an example of an academic economic migrant to be a 'migrant'. One in four (24%) consider people who have been naturalised (for example, a person born in another country but permanently living in a host country who has a host country passport as 'migrant'. For a very small minority (6%), a person born in the host country but whose parents were born in another country are also migrants.

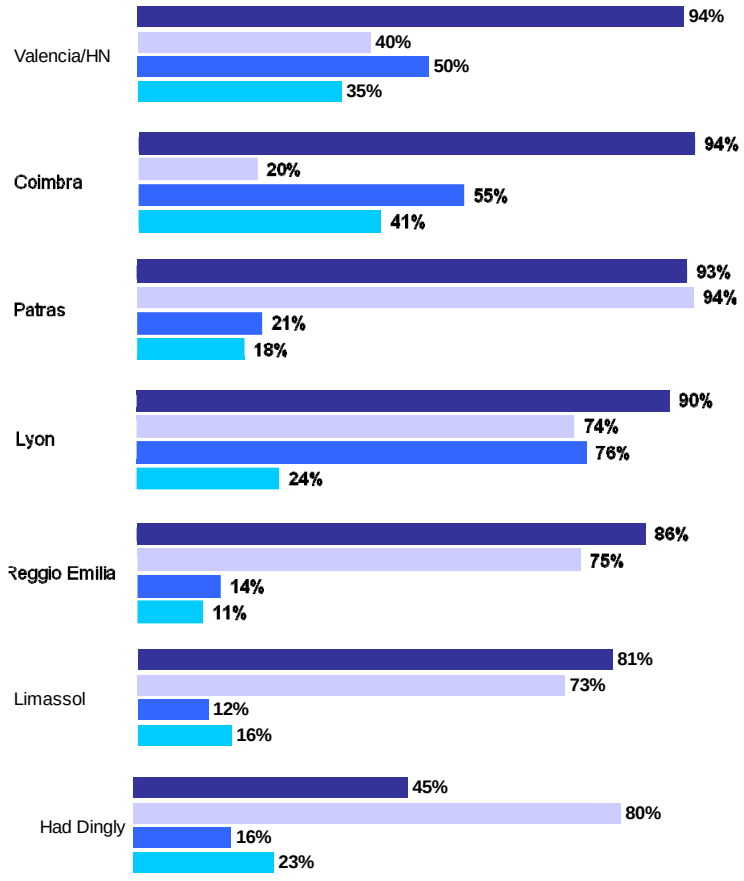


The graph shows variation by local entity. In most entities, people associate the word 'migrant' with a person coming to live in the country to earn a living. However, in Had Dingly, only 45% of people do so with a higher proportion of people associating the term with people escaping war or persecution and seeking protection (80%).

A relatively high proportion in each country also made this association (Patras, 94%; Reggio Emilia, 75%; Lyon, 74% and Limassol, 73%) with the exception of residents in Coimbra where only 20% made this association.

In Coimbra and Valencia/l'Horta Nord, a higher proportion of people are likely to consider people who have been naturalised as migrants in comparison to other entities (for example, 41% in Coimbra and 35% in Valencia/l'Horta Nord compared to 11% in Reggio Emilia or 18% in Patras). In all entities, there is only a minority of people who would consider a person who was born in the host country but whose parents are born abroad to be a migrant.

Q.8 Which of the following people would you consider to be a 'migrant' in [the host country]?



- A person not born in [the host country] who has come to earn a living
- A person escaping war or persecution in another country and seeking protection in [the host country] people
- An academic who was not born in [the host country] but has come to work in a university in [the host country]
- A person born in another country but now living permanently in [the host country] with a [host country] passport migrants

« Don't know » and « No Answer » not shown

Base : All (n=1409) (Lyon, n=200; Valencia/HN, n=205; Coimbra, n=200; Had Dingly, n=200; Reggio Emilia, n=206; Patras, n=200; Limassol, n=198)

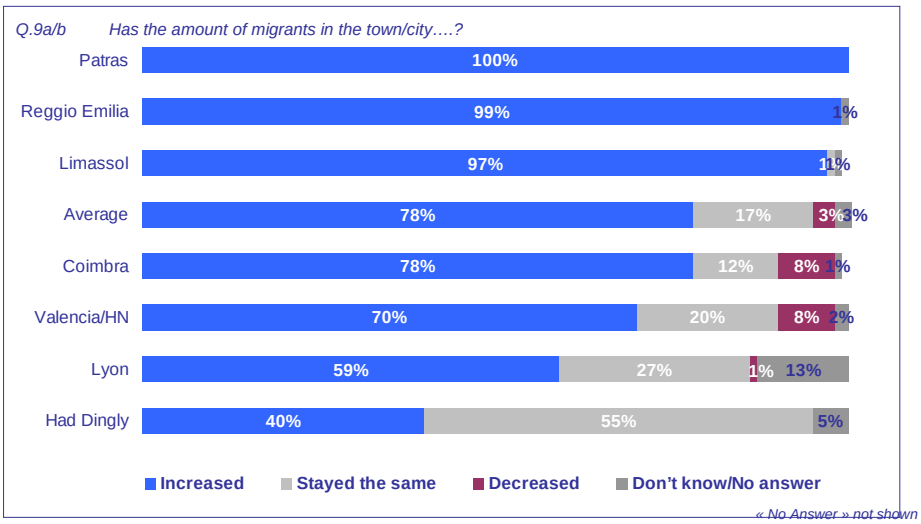
3.2 Levels of migration

Overall there is a general perception that the amount of migrants has increased in recent years (with an average of 78%).

This feeling is particularly strong in Patras, Reggio Emilia and Limassol where all or almost all people think that this is the case (100%, 99% and 97%).

This is also true (although to a slightly lesser extent) in Coimbra, Valencia/l'Horta Nord and Lyon (78%, 70% and 59% respectively).

People living in Had Dingly feel differently to other people. The majority feel the level of migration has stayed the same (55%) and only 40% that it has increased. This is likely to be related to the fact that the migration level in Had Dingly is unlikely to be as high as in some of the other entities which are larger in size with more economic opportunities and more diverse populations.



Base : All (n=1409) (Lyon, n=200; Valencia/HN, n=205; Coimbra, n=200; Had Dingly, n=200; Reggio Emilia, n=206; Patras, n=200; Limassol, n=198)

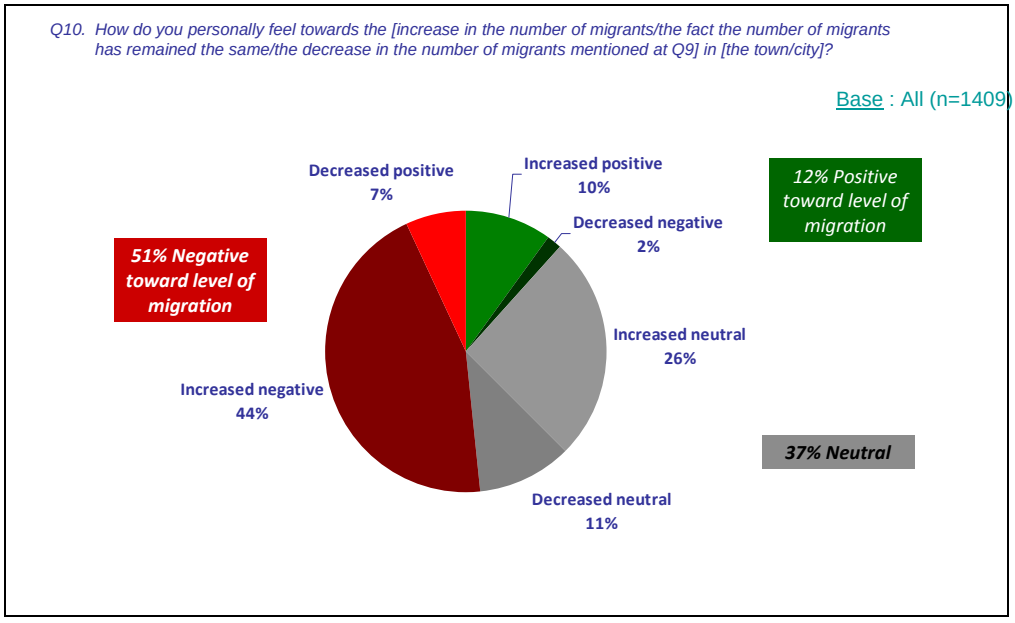
Perceptions towards levels of migration are linked to reported levels of contact with people from different backgrounds. Those people who can be classified as having a high level of contact are more likely to feel that the number of migrants has increased (83%) in comparison with those who have low contact (69%).

Findings also show that people with lower levels of education are more likely to think that the number of migrants has increased in recent years (81% of those having achieved secondary education or less in comparison with only 68% of those with post-secondary or tertiary education). People who report lower social trust levels also tend to say that the number of migrants has increased (81% of those saying that you can't be too careful when dealing with people compared to 66% of those who think that most people can be trusted).

3.3 Feelings towards levels of migration

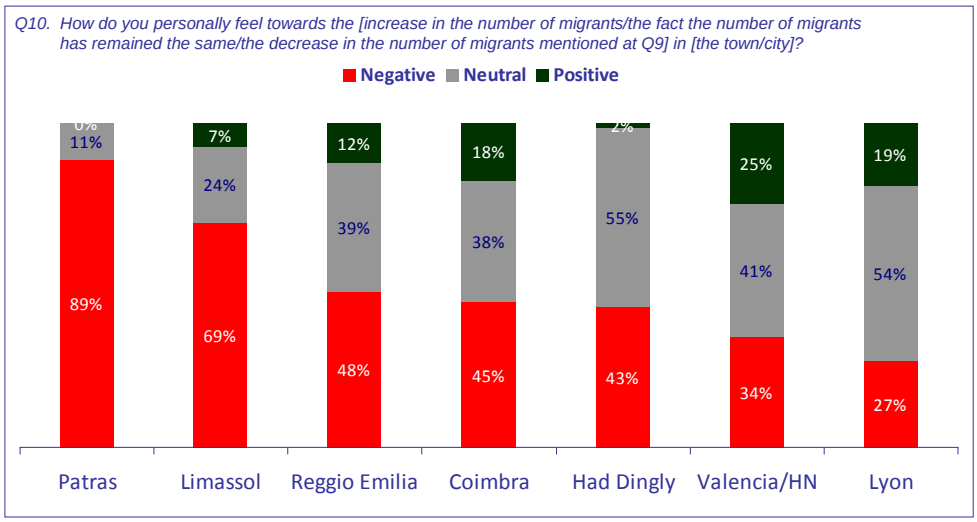
As explained previously in section 2.3, a variable was created to be used as an indicator to assess whether people feel positive, neutral or negative towards the level of migration. The positive group includes people who feel that immigration has increased in recent years and then mention that they feel positive about this trend as well as people who perceive that migration has decreased and feel negative about it. The negative group includes those who either feel negative about recent increases in migration or positive about a perceived decrease. The neutral group are those who say they feel neutral whichever the perceived trend is.

Overall, the results show that there is a higher proportion of people who feel negative about the recent trends in migration (51%) than those who feel positive (12%) or neutral (37%).



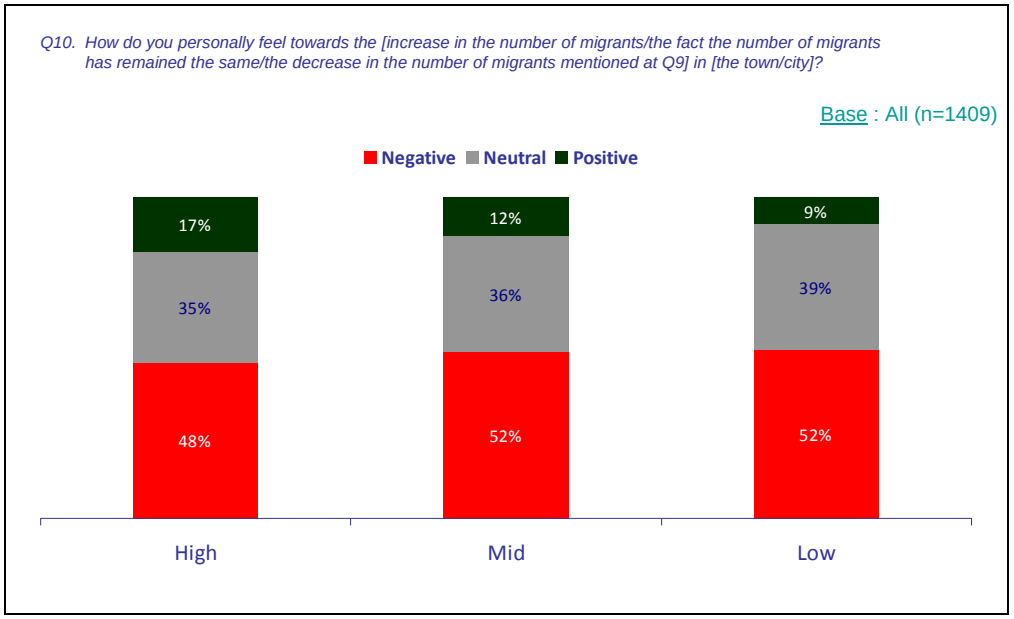
The results, shown in the graph overleaf, also show some important differences between local entities.

In Patras, the vast majority of people (89%) feel negative about levels of migration. Most people also feel negative in Limassol (69%), Reggio Emilia (48%) and Coimbra (45%). In Had Dingly, Valencia/l'Horta Nord and Lyon, most people are likely to feel neutral (55%, 41% and 54%, respectively).

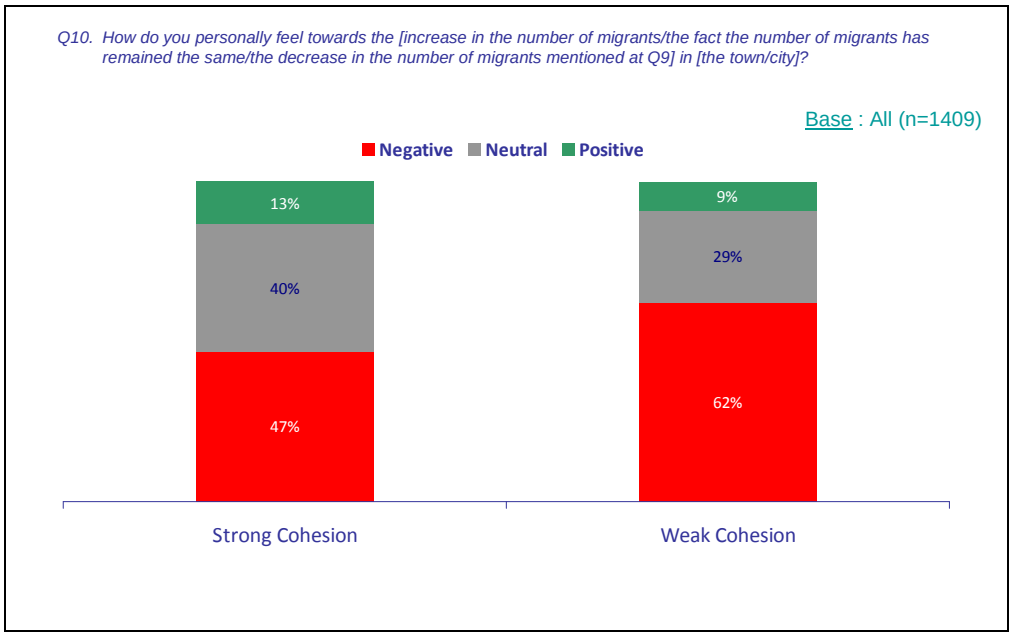


Base : All (n=1409) (Lyon, n=200; Valencia/HN, n=205; Coimbra, n=200; Had Dingly, n=200; Reggio Emilia, n=206; Patras, n=200; Limassol, n=198)

The graph below also shows that there is variation between attitudes towards the level of migration and the level of contact people have with different groups of people. People classified as having a high level of contact with other groups tend to feel more positive towards levels of migration (17%) than those with low contact (9%).



There is also a pattern according to perceived level of neighbourhood cohesion and attitudes towards migration. People who perceive social cohesion in their neighbourhood as being weak are somewhat more likely to feel negatively towards levels of migration. For example, 62% of people who feel neighbourhood social cohesion is weak feel negative about levels of migration compared to 47% of those who think that there is strong social cohesion in their area.



There are further trends according to perceived tension between different ethnic groups in their neighbourhood and people who perceive low levels of social trust. Both of these groups are more likely to feel *negative* towards levels of migration.

Findings also show that those with a negative view towards level of migration are more likely to:

- have never travelled abroad in the last five years (59% compared to 38% of those who feel positive towards the level of migration)
- be more likely to have never lived abroad (86% compared to 73%)
- associate a person escaping war or persecution with the term 'migrant' than those who feel positive (72% compared to 50%).

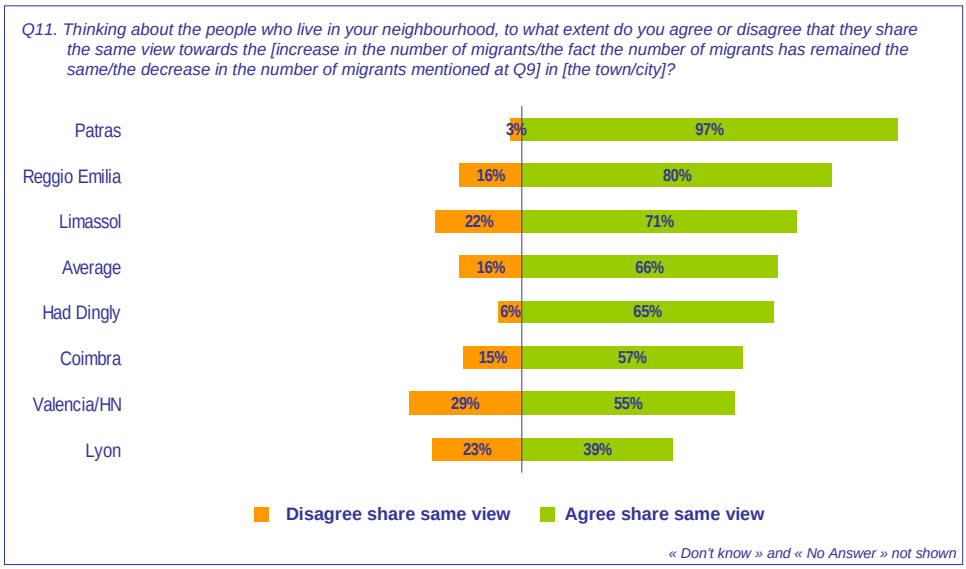
On the contrary, those who feel positive towards the level of migration are more likely to:

- be highly educated (22% have achieved tertiary education compared to 14% of those who feel negatively)
- have a member of their immediate or extended family from a different ethnic background to theirs.

3.4 Sharing the same viewpoint

The survey also asked people if they thought that those living in their neighbourhood shared their views towards the level of migration. The majority of people (66%) think that people living in their neighbourhood share the same views.

In the cities of Patras and Reggio Emilia, the vast majority of residents think that most people living in their neighbourhood share their views about migration (97% and 80%). There is less of a perceived consensus in other entities, including Limassol (71%), Had Dingly (65%), Coimbra (57%) and Valencia/l'Horta Nord (55%). In Lyon, only 39% believe that people in their neighbourhood share the same views as theirs.



Base : All (n=1409) (Lyon, n=200; Valencia/HN, n=205; Coimbra, n=200; Had Dingly, n=200; Reggio Emilia, n=206; Patras, n=200; Limassol, n=198)

People who perceive tension between different ethnic groups in their neighbourhood as well as people with non tertiary educational level are more inclined to think that people in their neighbourhood share their views.

On the contrary, people with a non-White ethnic background, people who have a family member from a different ethnic background and those who feel positively towards the recent numbers of migrants are less likely to think that people in their neighbourhoods have the same views towards the level of migration.

3.5 The Diversity Advantage

Overall, most people do not recognise the advantages of immigration.

People were asked to what extent they agree or disagree with a series of statements which included both positive and negative factors which may be associated with immigration.

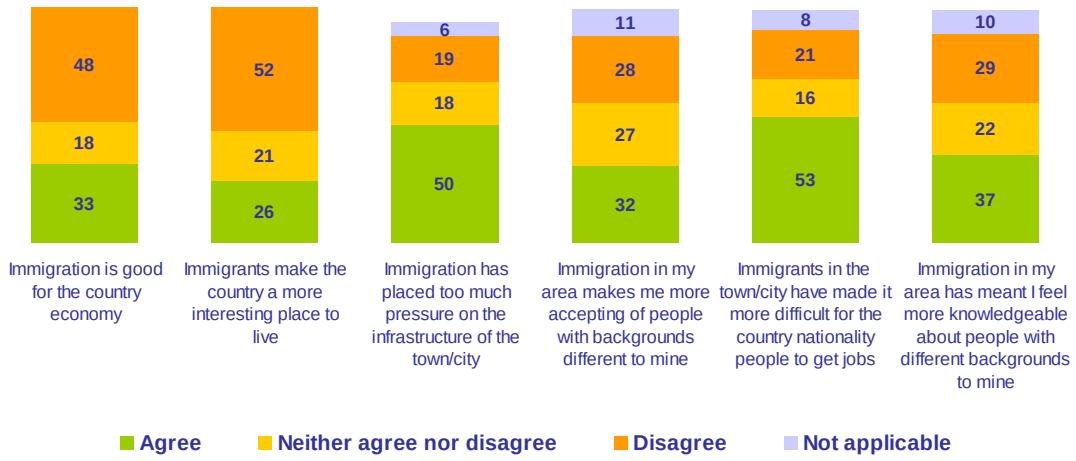
A higher proportion of people disagreed (than agreed or felt neutral) that immigration is good for the country economy (48% disagree, 18% neither agree nor disagree and 33% agree) and that migrants make the country a more interesting place to live (62% disagree, 21% neither agree nor disagree and 28% agree).

Following this negative pattern in attitudes towards immigration, a higher proportion of people agreed (than disagreed or felt neutral) that immigration has placed too much pressure on the infrastructure of the town/city (50% agree, 18% neither agree nor disagree and 19% disagree) and that immigrants in the town/city have made it more difficult for the country nationality to get jobs (53% agree, 16% neither agree nor disagree and 21% agree).

People have a more mixed view towards the statements 'immigration in my area makes me more accepting of people with backgrounds to mine' and 'immigration in my area has meant I feel more knowledgeable about people with different backgrounds to mine.'

Q21. Please tell whether you agree or disagree with each of the following statements.

Base : All (n=1409)



« Don't know » and « No Answer » not shown

Opinions vary greatly by local entity. Perhaps unsurprisingly considering the high proportion of people who felt negatively towards levels of migration, the residents of Patras and Limassol are least likely to recognise the diversity advantage. In these two cities, eight in ten (80% and 83%) disagree that immigration is good for the local economy and people are less likely than anywhere else to say that immigration has made them more accepting or more knowledgeable about people with different backgrounds. Residents in these cities are also most likely to agree with negative statements. Ninety-three per cent of people in Patras feel that immigration has placed too much pressure on the town's infrastructure, however a relatively high proportion of people In Reggio Emilia and Coimbra also agree with this statement (80% and 65%). In Limassol, 92% of people agree that immigration makes it harder for locals to get jobs. However, it is important to highlight that a significant proportion of residents in Coimbra, Reggio Emilia and Valencia/l'Horta Nord also agreed that immigration makes it harder for locals to get jobs (68%, 52% and 45% respectively).

In Lyon, Coimbra and Valencia/l'Horta Nord, people' views are more positive on other statements. For example, a higher proportion of people agree that immigrants make their country a more interesting place to live than those who disagree. More people also think that immigration is good for the local economy and that it has made them become more accepting and more knowledgeable about people with different backgrounds.

In line with previous findings, there is a relationship between realising the diversity advantage and level of contact. People who have a high level of contact with people of different backgrounds are more likely to say that immigrants make the country a more interesting place to live than those who have a low level of contact (36% compared to 23%). They are also more likely to think that immigration in their area makes them more accepting and more knowledgeable about people with backgrounds different to theirs and that immigration is good for the country's economy.

There is also a relationship between perceived levels of neighbourhood social cohesion and realising the diversity advantage. People who perceive low levels of social cohesion in their neighbourhood are more negative on most aspects of immigration. For example, two thirds (66%) people who perceive low cohesion level in their area agree that immigration has placed too much pressure on the infrastructure of their city compared to 54% of those who perceive high cohesion levels in their area.

The main points of differentiation between those who feel positive towards the levels of migration and those who feel negative seem to be immigration being good for the economy, migrants making a place more interesting and immigration making people more accepting of people with a difference.

There are no significant differences according to age and gender. People with tertiary education levels are more positive on all aspects of immigration than those with lower education levels. People with no formal qualifications feel particularly likely to think that migrants have made it hard for people to get jobs with 86% who agree compared to 39% only of those with tertiary education. This is also true for people having achieved primary or secondary level of whom 57% agree that migrants have made it harder for people to get jobs.

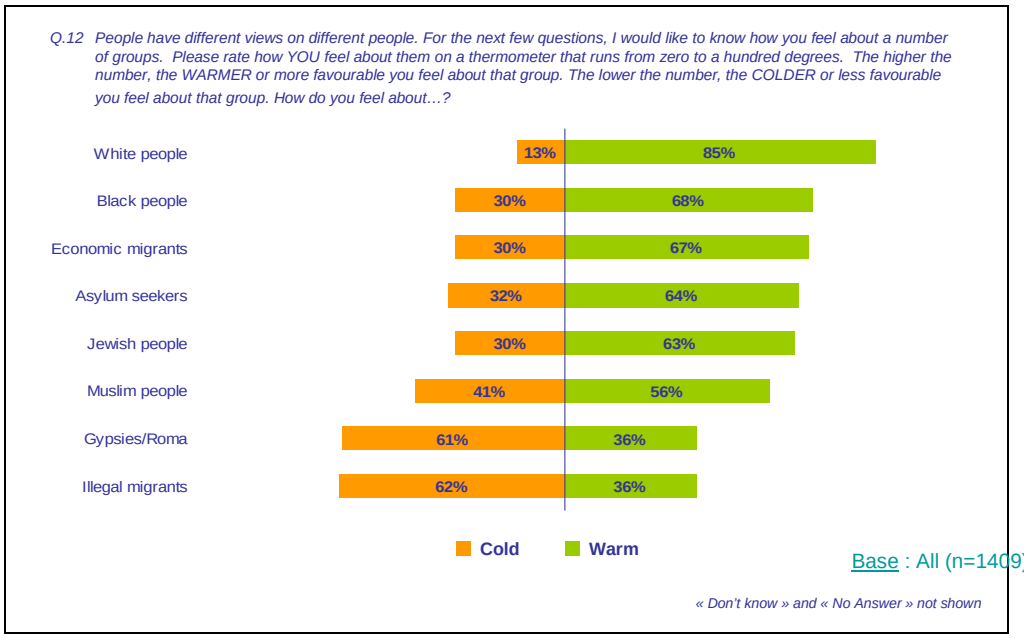
3.6 Views towards different groups of people

3.6.1 Feelings of warmth

People were asked to rate how they feel about different groups using a thermometer running from zero to a hundred degrees (the higher the number, the warmer or more favourable).

Overall results show that the groups people feel the coldest towards are illegal migrants and Gypsies/Roma (with 62% and 61% of people giving a score below 50 for these two groups, respectively).

The majority of people express warm feelings (giving a score above 50) towards black people (68%), economic migrants (67%), asylum seekers (64%) and Jewish people (63%). Just over half (56%) feel warm towards Muslim people.



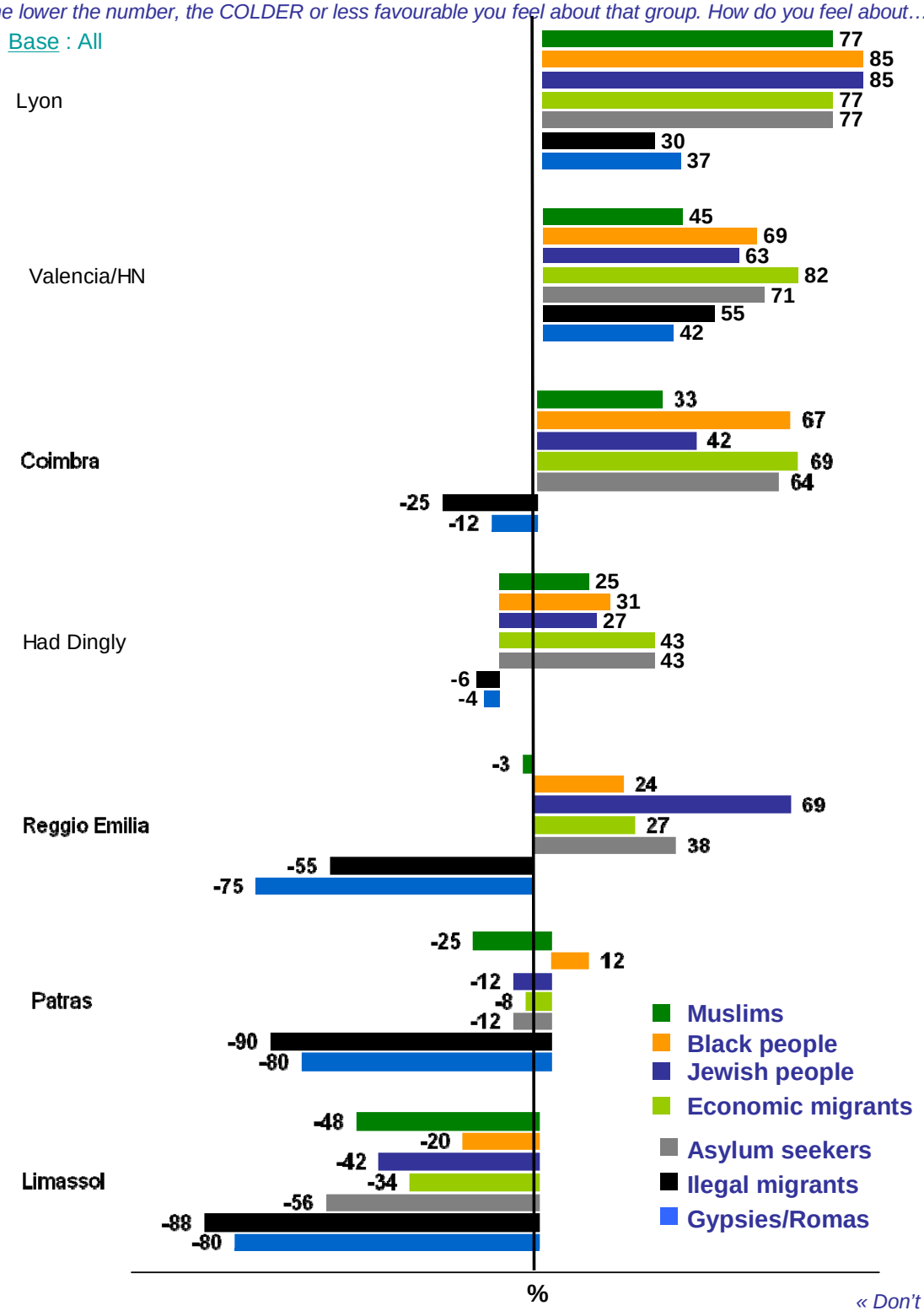
The graph overleaf shows important differences between local entities using net warmth scores. Following previous reported data patterns, people living in Patras and Limassol express colder feelings than other cities towards all groups. In these two cities, the majority of people claim to feel cold about almost all groups whilst people in Valencia/l'Horta Nord and Lyon generally express warmer feelings towards all groups. For example, 95% of people in Patras and 94% of people in Limassol feel cold towards illegal migrants compared to 31% in Lyon and 21% in Valencia/l'Horta Nord.

In Coimbra, Had Dingly and Reggio Emilia, the majority tend to feel warm towards most groups apart from illegal migrants and Gypsies/Roma. However, a higher proportion of people in Reggio Emilia feel cold towards illegal migrants and Gypsies/Roma than residents in Coimbra and Had Dingly and a higher proportion also feels cold towards Muslim people (49%).

A graph to show net feelings of warmth in entities towards different groups of people

Q12. People have different views on different people. For the next few questions, I would like to know how you feel about a number of groups. Please rate how YOU feel about them on a thermometer that runs from zero to a hundred degrees. The higher the number, the WARMER or more favourable you feel about that group. The lower the number, the COLDER or less favourable you feel about that group. How do you feel about…?

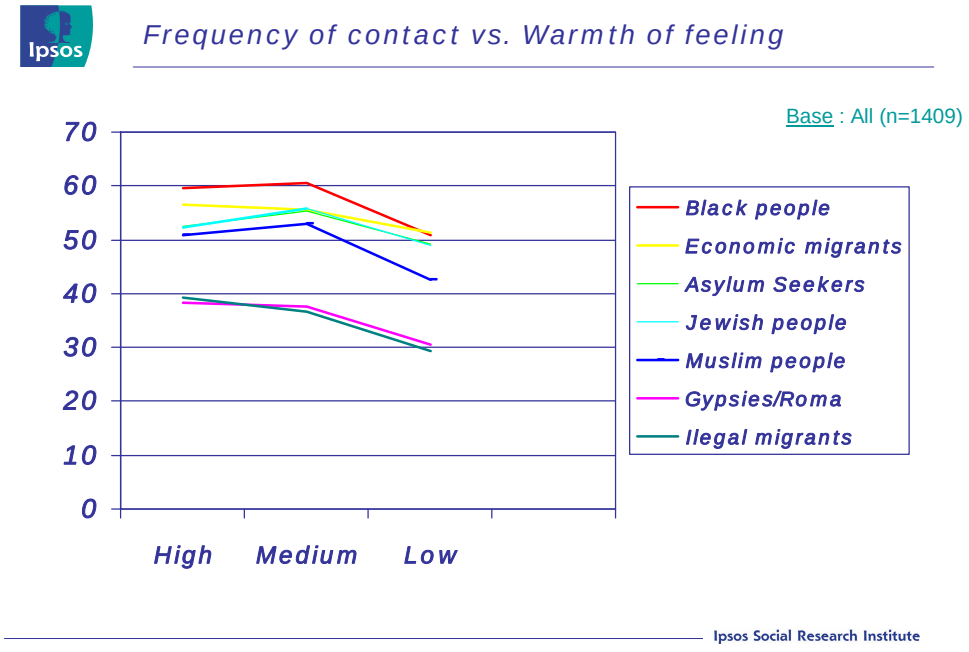
Base : All



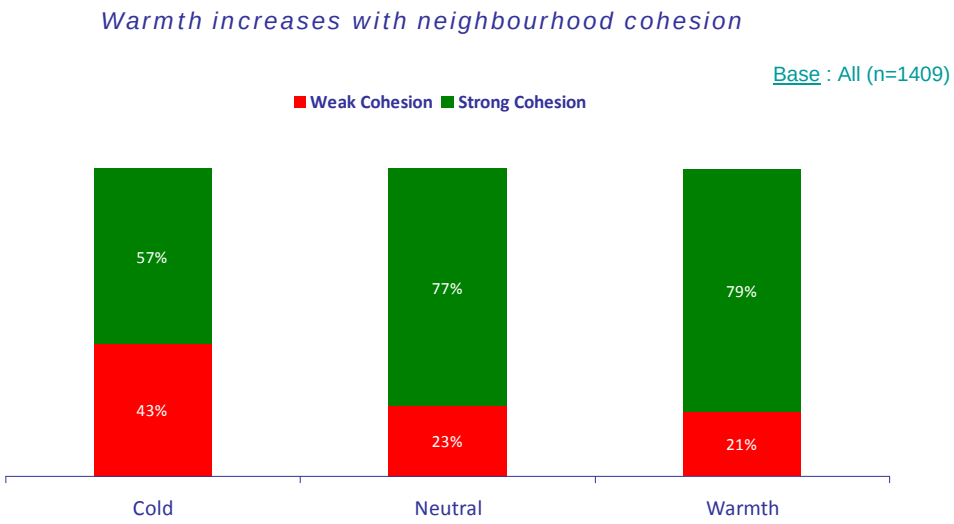
« Don't know » and « No Answer » not shown

Base : All (n=1409) (Lyon, n=200; Valencia/HN, n=205; Coimbra, n=200; Had Dingly, n=200; Reggio Emilia, n=206; Patras, n=200; Limassol, n=198)

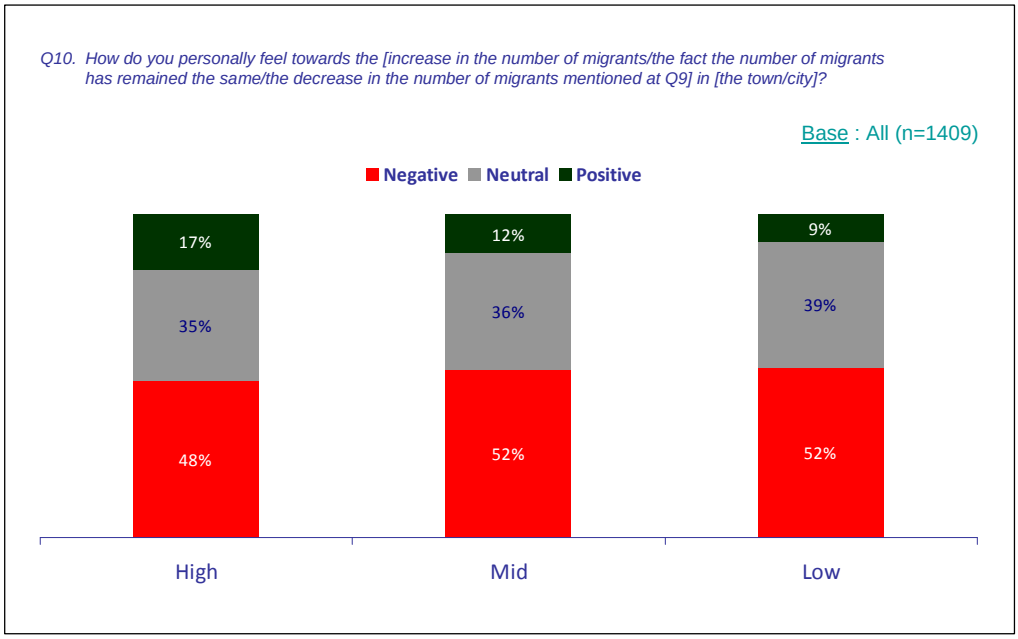
As shown in the following chart, warmth towards different groups increases with the level of contact. For each group, people with a high or medium level of contact demonstrate slightly higher levels of warmth than those with a low level of contact.



The results also show that the warmer people feel towards other groups on average, the more likely they are to perceive strong levels of neighbourhood cohesion in their area. For example, four in five (79%) of people who feel warm on average think that there is a strong social cohesion in their neighbourhood compared to 57% of those who feel cold.



Perhaps unsurprisingly, there is a relationship between feelings of warmth towards different groups and views about levels of migration. People who report higher levels of warmth are much less likely to have negative views about migration. For example, four in five (81%) who report cold feelings are negative towards the level of migration compared to only 22% of those who express warm feelings.



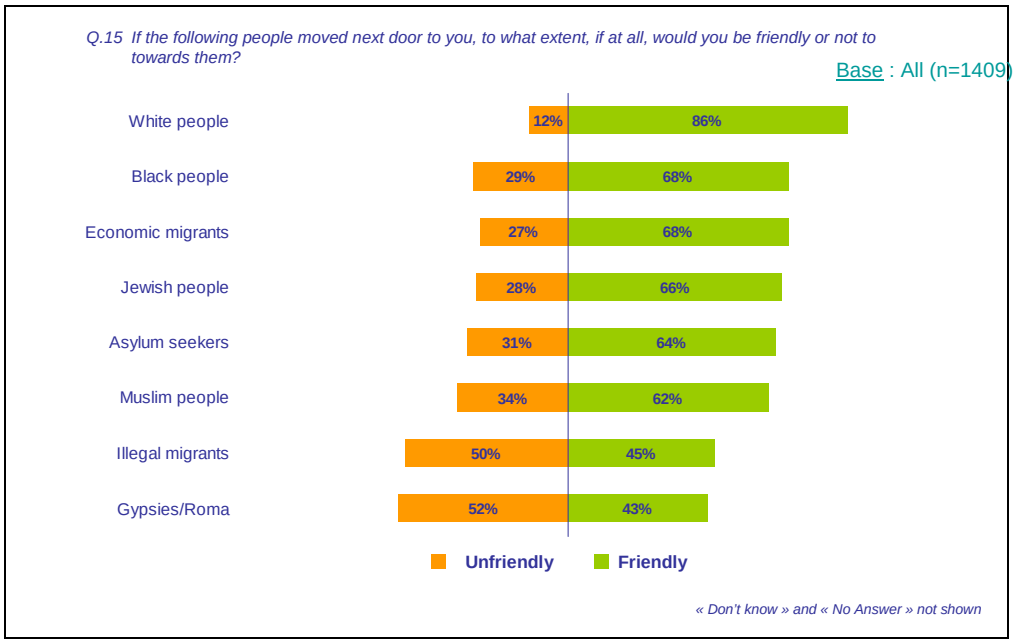
2.5.2 Friendliness towards different groups

People were also asked how friendly they would be towards these groups if they were to move next door to them. These findings reflected those reported in the previous section for warmth of feeling towards different groups. As for warmth, feelings of friendliness are the lowest towards illegal migrants and Gypsies/Roma people, with approximately half saying that they would be *unfriendly* towards these two groups (50% and 52%).

Seven in ten (68%) say that they would be friendly towards economic migrants and 64% towards asylum seekers.

Following similar reported patterns, people living in the cities of Limassol and Patras are much more likely to be unfriendly towards all groups. In these two cities there is a particularly strong feeling against illegal migrants (90% in Limassol and 96% in Patras say they would be unfriendly towards them).

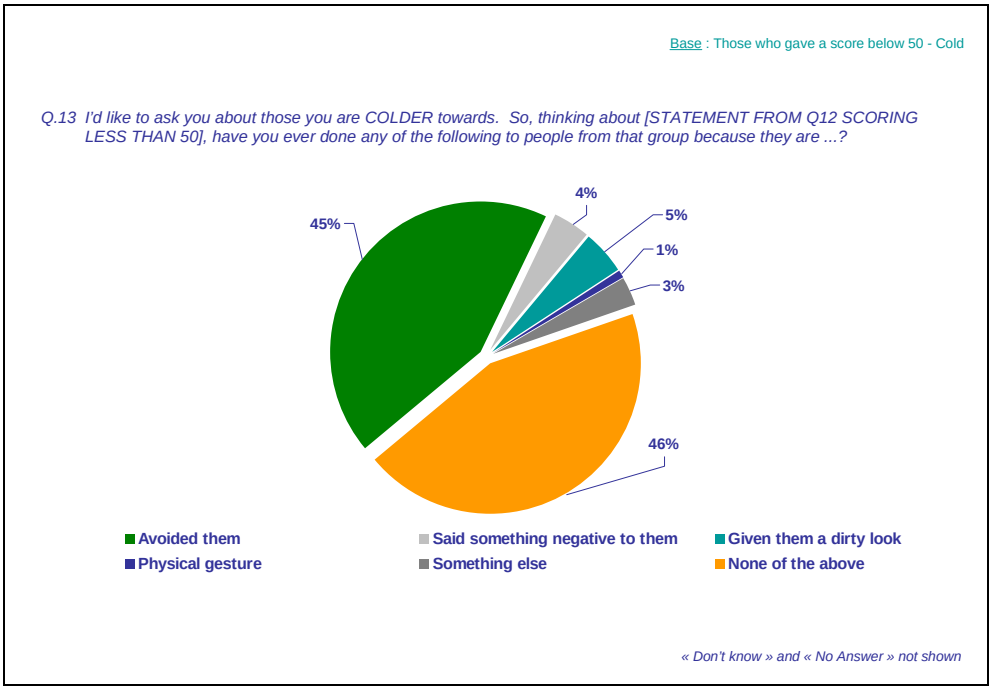
In Limassol, over eight in ten would be unfriendly towards Gypsies/Roma (88%), but also asylum seekers (81%) and Muslim people (80%). Three in four (73%) would be unfriendly towards economic migrants and over half (53%) towards White people. It is possible that this later finding is a reflection on residents' interpretation of the question, understanding 'white people' as white migrants (possibly including migrants from EU countries).



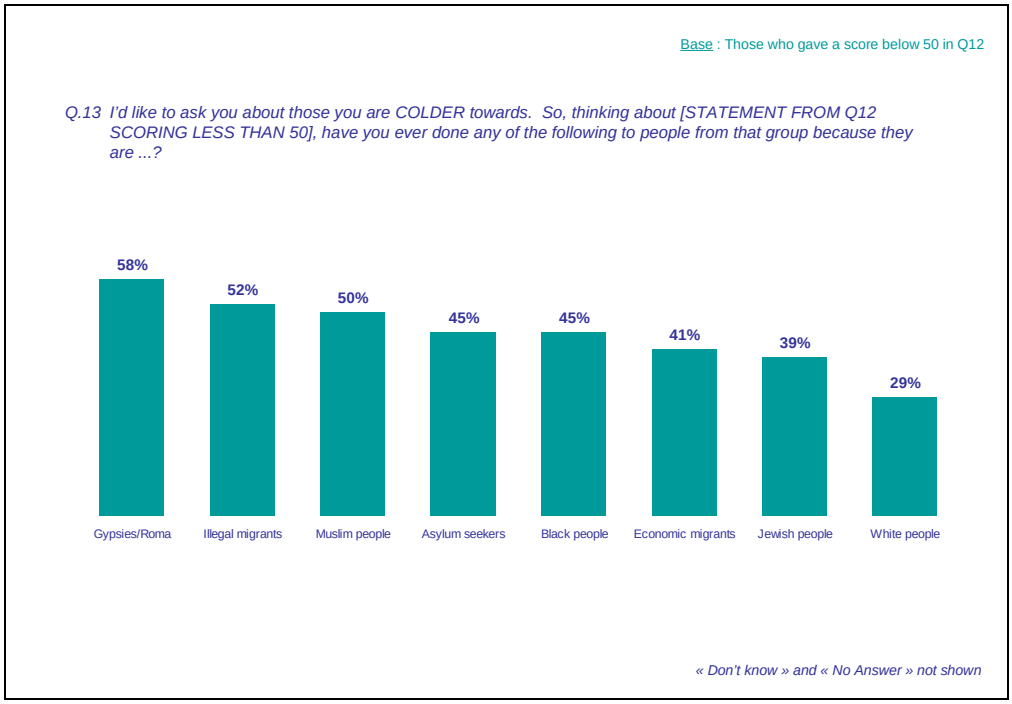
2.5.3 Actions taken towards different groups

When asked what actions people took towards the groups they felt colder about, the results show that the two main strategies used are to avoid them (45%) or do nothing at all (46%).

The graph shows a minority of people said that they responded to the group they have negative feelings about by 'giving them a dirty look' (5%) and four per cent said that they said something negative to them.



The avoidance strategy seems to have been used mainly towards Gypsies/Roma (58%), illegal immigrants (52%) and Muslim people (50%) whilst for other groups including black people, asylum seekers, economic migrants, Jewish and White people, most people mentioned that they took no action at all.



3.7 Opportunities to encounter difference

People were asked in their day to day life, where they usually come into contact with people who are a) of a different ethnic background to themselves, b) of a different religion, c) not born in *[the host country]* and d) who do not speak *[the official language of the host country]*. They were given a list of different places and asked to define 'contact' as talking to people or doing something together rather than just happening to be in the same place and passing each other by.

People are most likely to meet people who are different to them in local public spaces (such as streets or parks). Over half (52%) say they usually meet people of a different ethnic background and 42% meet people of a different religion there. Other important places of encounter include people's work or place of study, local facilities (such as shops, doctor's surgery and libraries) as well as local public transport. In contrast groups, clubs and organisations are not perceived by people as places where they encounter different groups (less than 10% for all groups), neither are places of worship.

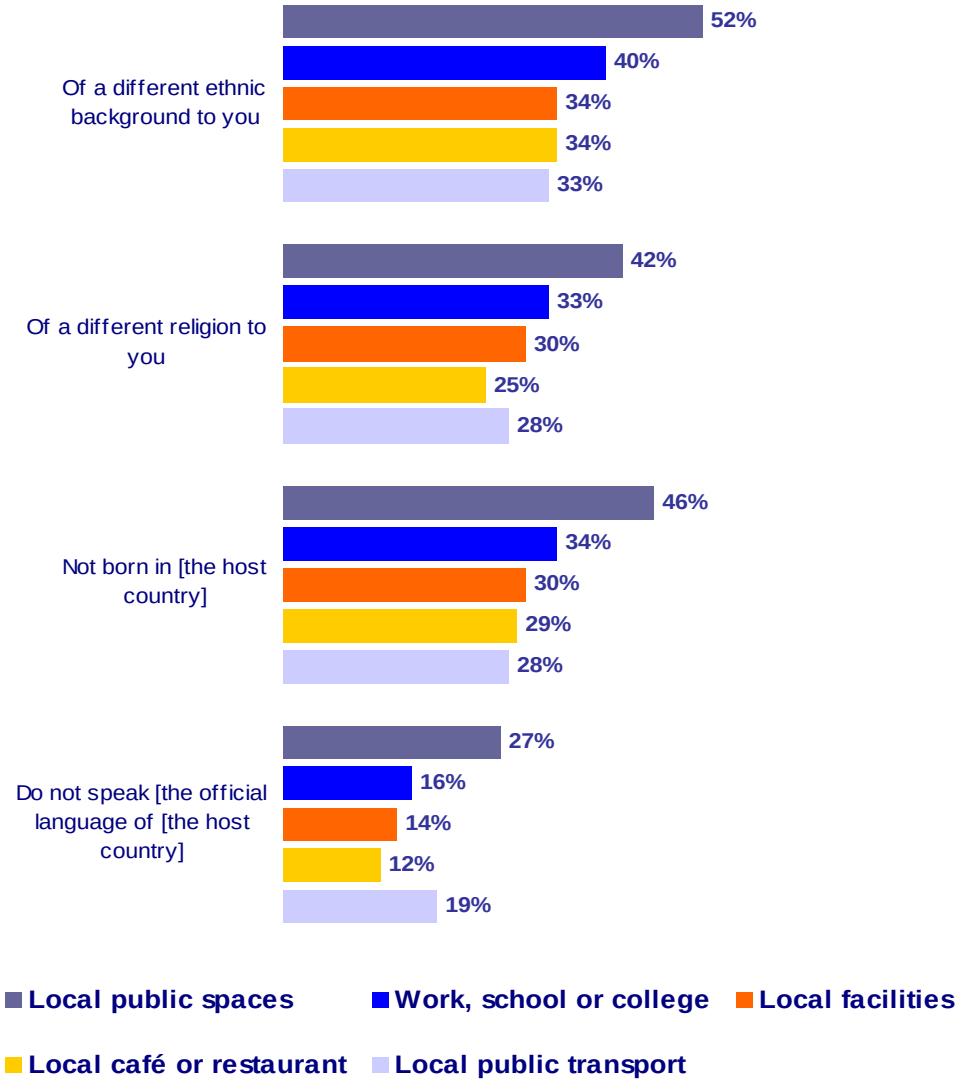
In general, people are less likely to say they come into contact with people who do not speak their country's official language (39% say they never come into contact with this group).

There are some noticeable differences by town/city. Approximately, nine in ten (87%) people living in Lyon say they usually meet people of a different ethnic background in their local public spaces compared to only 17% in Limassol. Around one in five people living in Had Dingly (23%) and Valencia/L'Horta Nord (21%) never come into contact with someone of a different background to theirs. In Reggio Emilia, that proportion is only of three per cent.

In terms of religion, following previous patterns in the data, over half (54%) of people in Limassol say they never meet people of a different religion to theirs, followed by Patras (28%).

The results suggest that Reggio Emilia and Had Dingly are the most diverse cities in terms of language, with 84% of people who have some form of contact with people who do not speak their country's official language (mostly on local public transport for Reggio Emilia -40%- and in the local public space or at work/college in Had Dingly, 45% and 36% respectively).

Q7. We'd like to know about the people you come into contact with in your day-to-day life. By coming into contact, we mean talking to people or doing something together not just happening to be in the same place and passing each other by. In your day-to-day life, where, if at all, do you usually come into contact with people who have the following backgrounds? Please tell me all that apply. Where else?



Base : All (n=1409) (Lyon, n=200; Valencia/HN, n=205; Coimbra, n=200; Had Dingly, n=200; Reggio Emilia, n=206; Patras, n=200; Limassol, n=198)

« Don't know » and « No Answer » not shown

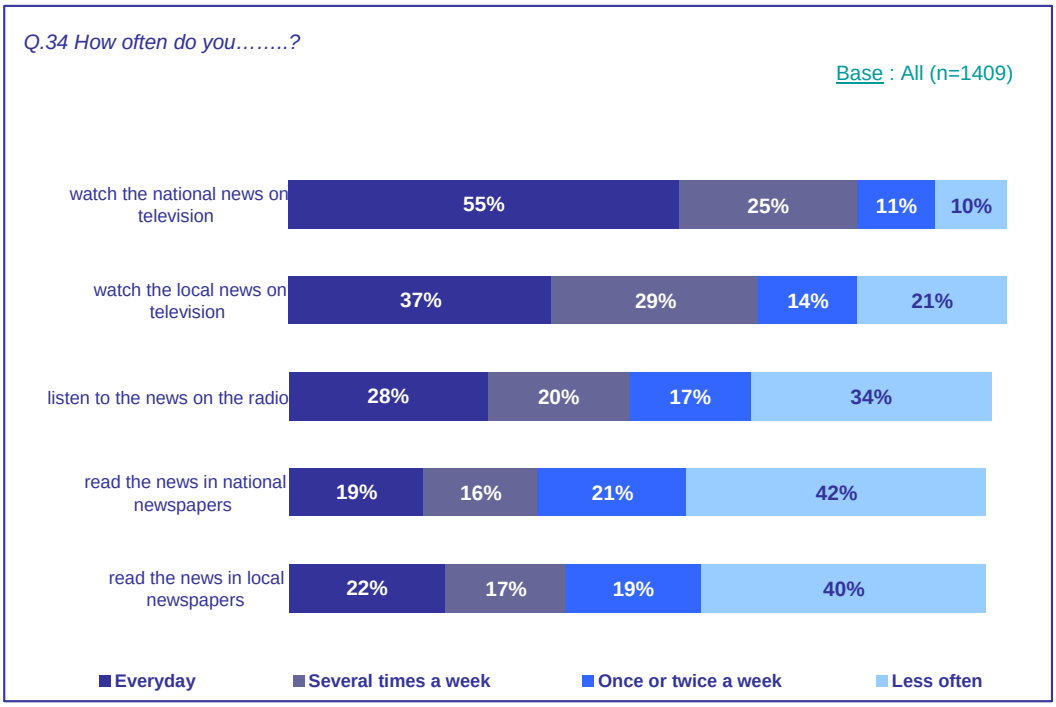
3.8 Media usage

People were asked how often they used various forms of media.

The highest proportion of people watch the national news on television with 55% of people saying that they watch it on a daily basis (with eight in ten watching it several times a week). Over a third (37%) watch the local news on TV on a daily basis.

Radio news is also reasonably popular with 28% following it every day. Fewer people report reading newspapers (22% daily readers for local newspapers and 19% for national newspapers).

People aged over 55 are the most likely to follow the news across all types of media, followed by people aged 35-54. For example, seven in ten people over 55 watch the national news every day and 59% of those aged 34-54 do so compared to 31% only of those aged 15-24.



« No Answer » not shown

There is some variation in media usage by town/city.

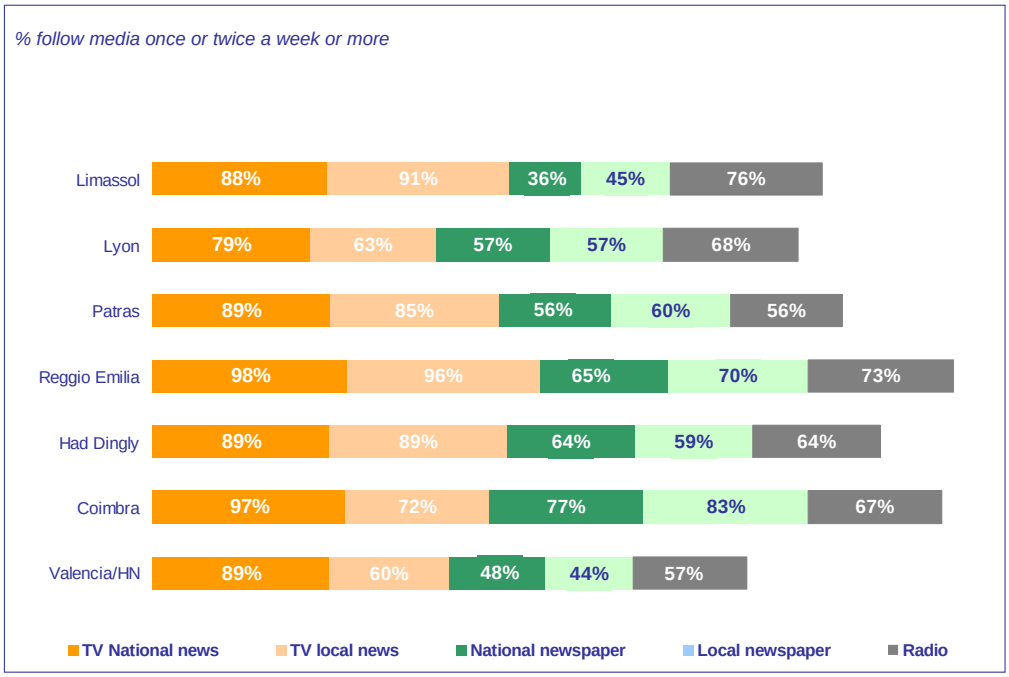
In Coimbra, the top two media sources are national TV news (75% watch it every day) and the local newspaper (57% read it every day) but overall people are more likely to use all media sources and to do it with high frequency (i.e. every day) than in other towns/cities. For example, 49% of people in Coimbra read the national newspapers on a daily basis (compared to an average of 19%), 49% also watch the local TV news

compared to 37% and 39% listen to the news on radio (compared to an average of 28%).

In Patras, Had Dingly, Reggio Emilia and Limassol, people mostly watch the national and local news on television. For example, 89% of people in Patras watch the national news on TV once or twice a week or more and 75% watch local TV news. In Reggio Emilia, 98% watch the national TV news at least once or twice a week and 96% do so with the local TV news. In Had Dingly, the proportions are 89% in both cases and in Limassol these are 88% and 91%.

In Valencia/l'Horta Nord, the highest proportion of people watch the national news on TV. For example, 89% watch the national TV news at least once or twice a week compared to only 60% of people who watch the local TV news with the same frequency.

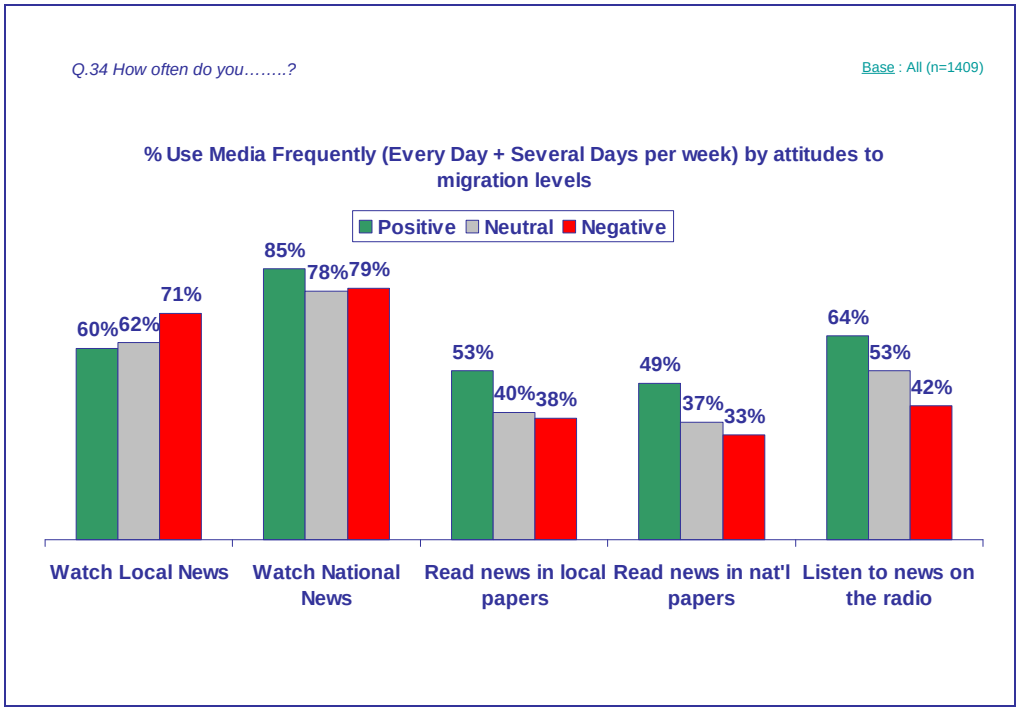
In Lyon, people use national TV news and radio news the most (79% and 68% respectively use these sources at least once or twice a week).



« No Answer » not shown

Base : All (n=1409) (Lyon, n=200; Valencia/HN, n=205; Coimbra, n=200; Had Dingly, n=200; Reggio Emilia, n=206; Patras, n=200; Limassol, n=198)

Looking at differences in media usage by attitudes towards the levels of migration, the findings show that people who feel positive towards migration levels are much more likely to listen to the news on the radio at least several times a week than those who feel negative (64% compared to 42%). They also tend to read the news in national newspapers more (49% compared to 33%) and local newspapers (53% compared to 38%). In contrast those who feel negative about the levels of migration are more likely to watch the local news on TV (71% compared to 60%).



The same patterns exist when exploring the data using friendliness and warmth of feeling variables. People who express feelings of warmth or who say they would be friendly to different groups moving in their local area also tend to read newspapers more (national and local papers) and listen to the news on the radio more than those who say that they would be unfriendly. These people tend to watch local news on TV more.

4. Conclusion

In general, attitudes towards levels of migration are reasonably negative. Results show there is a higher proportion of people who feel negative about the recent trends in migration than those who feel positive or neutral. The highest proportion of residents whom feel negative are in Patras – this may be due to the fact it is a Schengen Treaty entry point for the EU. However, a reasonably high proportion of people also feel negative in Limassol, Reggio Emilia and Coimbra. In contrast, people in Lyon and Valencia are more positive.

Most people also do not recognise the advantages of immigration. Of the statements provided, the highest proportion of people generally tended to agree with the negative statements and disagree with the positive statements provided. Opinions vary greatly by local entity. Perhaps unsurprisingly considering the high proportion of people who feel negatively towards levels of migration, the residents of Patras and Limassol are least likely to recognise the diversity advantage.

Overall results show that the groups people feel the coldest towards are illegal migrants and Gypsies/Roma (with 62% and 61% of people giving a score below 50 for these two groups, respectively). Following previous reported data patterns, people living in Patras and Limassol express colder feelings than other cities towards all groups. In these two cities, the majority of people claim to feel cold about almost all groups whilst people in Valencia/l'Horta Nord and Lyon generally express warmer feelings towards all groups.

There is variation between attitudes towards the level of migration and the level of contact people have with different groups of people. People classified as having a high level of contact with other groups tended to feel slightly more positive towards levels of migration than those with low contact. There is a similar pattern in relation to warmth of feeling and level of contact. This finding therefore adds some strength to the hypothesis that increasing the level of contact between different groups can have an effect on attitudes towards levels of migration and feelings of warmth towards different groups – however the context with which this occurs is likely to be important.

The survey also provides information on current opportunities to encounter difference in local entities, as well as media usage.

It will be important for local entities to explore the findings from the survey in relation to attitudes towards levels of migration, feelings of warmth towards different groups, current opportunities to encounter difference as well as media usage by residents. These findings provide some useful context to inform the development of local communication strategies. However, it is equally important that the limitations of this survey are recognised. A small sample size was used in each town/city so results must be interpreted with caution. There are also numerous other factors which should be taken into account when devising the communication strategies, including the local context in each town/city and the agreed aims/objectives of the strategies. The development of the communication strategies should take into account these factors, alongside the survey results.

Annexes

Annex 1: The Questionnaire

Good morning/afternoon/evening. My name is …..from the Ipsos Social Research Institute, an independent research organisation. We are carrying out research for the Council of Europe and the European Commission. The research will help the Council of Europe understand more about people's attitudes towards those who are different from themselves.

We want to hear from people in several countries in Europe about their views. By taking part you will be helping with a very important study. The interview should take around 15 minutes to complete.

I would like to assure you that all the information we collect will be kept in the strictest confidence and use for research purposes only. It will not be possible to identify any particular individual or address in the results.

IF RESPONDENTS ASK WHAT THE DATA WILL BE USED FOR: The answers to the question will be used to help target communication campaigns in diversity.

0. Screening question

Q0. How long have you lived in *[the town/city]*?

READ OUT - ONE ANSWER ONLY

Less than 1 year ago	1	**-> CLOSE INTERVIEW**
1 year to less than 5 years	2	**-> CONTINUE WITH INTERVIEW**
5 years to less than 10 years	3	**-> CONTINUE WITH INTERVIEW**
More than 10 years	4	**-> CONTINUE WITH INTERVIEW**
Don't know (DO NOT READ OUT)	8	**-> CLOSE INTERVIEW**
No Answer (DO NOT READ OUT)	9	**-> CLOSE INTERVIEW**

I. Opportunities for encounters with difference

Please be as open as possible with your answers. We are interested in your OWN personal views and experiences – not what you think we WANT to hear, or you OUGHT to say, just your OWN view. There are no right or wrong answers.

(ON NEW SCREEN:) To begin with, I would like to ask some questions about how often you come into contact with people who are different from yourself, starting with the people living in your neighbourhood.

So, for the next 2 questions, we want you to think of your neighbourhood, that is, a few streets around where you live.

ASK ALL
Q1. In your neighbourhood, roughly what proportion of the people are…?

READ OUT EACH STATEMENT A-D - RANDOMISE STATEMENTS - ONE ANSWER ONLY PER STATEMENT A-D – SHOWCARD WITH SCALE

It's just your best guess we want – don't worry if you are not sure.

INTERVIEWER, READ IF NECESSARY: By neighbourhood I mean a few streets around where you live.

		All or almost all	More than a half	About a half	Less than a half	None or almost none	Don't know	No Answer
A.	Of a different ethnic background than you	1	2	3	4	5	8	9
B.	Of a different religion to you	1	2	3	4	5	8	9
C.	Not born in *[the host country]*	1	2	3	4	5	8	9
D.	Do not speak [the official language of the *[host country]*	1	2	3	4	5	8	9

ASK ALL
Q2. Are you currently in paid employment? This includes all employment: full-time and part-time, permanent and temporary jobs.

READ OUT - ONE ANSWER ONLY

Yes	1	**-> GO TO Q3**
No	2	**-> GO TO Q5**
Don't know (DO NOT READ OUT)	8	**-> GO TO Q5**
No Answer (DO NOT READ OUT)	9	**-> GO TO Q5**

IF YES (CODE 1) AT Q2, OTHERS GO TO Q5
The next questions are about the people you work with.

Q3. Thinking about your work colleagues, roughly what proportion of your work colleagues…?

READ OUT STATEMENTS A-D - RANDOMISE STATEMENTS - ONE ANSWER ONLY PER STATEMENT A-D – SHOWCARD WITH SCALE

		All or almost all	More than a half	About a half	Less than a half	None or almost none	Not Applicable – does not have work colleagues (Spontaneous)	Don't know	No Answer
A.	Of a different ethnic background than you	1	2	3	4	5	6	8	9
B.	Of a different religion to you	1	2	3	4	5	6	8	9
C.	Not born in *[the host country]*	1	2	3	4	5	6	8	9
D.	Do not speak [the official language of the *[host country]*	1	2	3	4	5	6	8	9

Question 4 removed

READ TO ALL
I'd now like to ask about something different.

ASK ALL
Q5. Thinking about any trips you have made outside *[the host country]*, including trips for leisure and business, approximately how many times IN THE LAST TWO YEARS have you travelled to another country?

INTERVIEWER: IF RESPONDENT IS UNSURE, PLEASE ASK THEM TO GIVE AN APPROXIMATE NUMBER.

READ OUT - ONE ANSWER ONLY

More than 10 times	1
Between 5 and 9 times	2
Less than 5 times	3
Never	4
Don't know (DO NOT READ OUT)	8
No Answer (DO NOT READ OUT)	9

ASK ALL
Q6. Have you ever lived in another country from *[the host country]* for a period of 6 months or more?

READ OUT - ONE ANSWER ONLY

Yes	1
No	2
Don't know (DO NOT READ OUT)	8
No Answer (DO NOT READ OUT)	9

ASK ALL

Q7. We'd like to know about the people you come into contact with in your day-to-day life. By coming into contact, we mean talking to people or doing something together not just happening to be in the same place and passing each other by.

In your day-to-day life, where, if at all, do you USUALLY come into contact with people who have the following backgrounds? Please tell me all that apply.

People who…? PROMPT: Where else?

READ OUT STATEMENTS A-D - RANDOMISE STATEMENTS – SEVERAL ANSWERS POSSIBLE PER STATEMENT A-D – SHOWCARD WITH PLACES

1. In your local public spaces (e.g. local streets, local park)
2. In local facilities(e.g. shops, doctor surgery, library)
3. On local public transport
4. Online chat room/social networking sites
5. At your work, school or college
6. At a group, club or organisation you belong to (e.g. sports/social club or voluntary organisation)
7. At your child's crèche, nursery or school
8. At a place of worship or other religious meeting place
9. At a local café or restaurant
10. At a local bar, pub or club
11. Somewhere else
12. Nowhere – I never come into contact with people from this background

		1. Local public spaces	**2. Local facilities**	**3. Local public transport**	**4. Online**	**5. Work, school, …**	**6. Group, club, …**	**7. Child's crèche, …**	**8. Place of worship, …**	**9. Local café, …**	**10. Local bar; pub, …**	**11. Some where else**	**12. Now here**	**98. Don't know**	**99. No Answer**
A.	Of a different ethnic background than you	1	2	3	4	5	6	7	8	9	10	11	12	98	99
B.	Of a different religion to you	1	2	3	4	5	6	7	8	9	10	11	12	98	99
C.	Not born in *[the host country]*	1	2	3	4	5	6	7	8	9	10	11	12	98	99
D.	Do not speak [the official language of *[the host country]*	1	2	3	4	5	6	7	8	9	10	11	12	98	99

II. Attitudes towards migrants and other groups of people

Q8. Which of the following people would you consider to be a 'migrant' in *[the host country]*?

READ OUT - SEVERAL ANSWERS POSSIBLE - SHOWCARD

A person escaping war or persecution in another country and seeking protection in *[the host country]*	1
A person not born in *[the host country]* who has come to earn a living	2
An academic who was not born in [the host country] but has come to work in a university in *[the host country]*	3
A person born in another country but now living permanently in *[the host country]* with a [host country] passport	4
A person born in *[the host country]* but their parent(s) were born in another country	5
Don't know (DO NOT READ OUT)	8
No Answer (DO NOT READ OUT)	9

IF "1 YEAR TO LESS THAN 5 YEARS" (CODE 2) AT Q0 (SCREENING QUESTION), PROMPT Q9A, OTHERS (CODE 3 & 4 AT Q0) PROMPT Q9b

Q9a. In your opinion, since you started living in *[the town/city]* has the amount of migrants ...?
Q9b. Over the last 5 years, in your opinion has the amount of migrants in *[the town/city]*….?

READ OUT - ONE ANSWER ONLY

Increased a lot	1
Increased a little	2
Stayed the same	3
Decreased a little	4
Decreased a lot	5
Don't know (DO NOT READ OUT)	8
No Answer (DO NOT READ OUT)	9

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Q10. How do you personally feel towards the *[increase in the number of migrants/the fact the number of migrants has remained the same/the decrease in the number of migrants mentioned at Q9]* in *[the town/city]*?

READ OUT – ONE ANSWER ONLY

Very positive	1
Fairly positive	2
Neither positive or negative	3
Fairly negative	4
Very negative	5
Don't know (DO NOT READ OUT)	8
No Answer (DO NOT READ OUT)	9

Q11. Thinking about the people who live in your neighbourhood, to what extent do you agree or disagree that they share the same view towards the *[increase in the number of migrants/the fact the number of migrants has remained the same/the decrease in the number of migrants mentioned at Q9]* in *[the town/city]*?

SHOWCARD - ONE ANSWER ONLY

Definitely agree they share the same view	1
Tend to agree they share the same view	2
Tend to disagree they share the same view	3
Definitely disagree they share the same view	4
Don't know (DO NOT READ OUT)	8
No Answer (DO NOT READ OUT)	9

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In the next set of questions, we are interested in your attitudes towards other groups of people. Please be as open as possible. There are no right or wrong answers – it is YOUR opinion that we want.

ASK ALL
Q12. People have different views on different people. For the next few questions, I would like to know how you feel about a number of groups. Please rate how YOU feel about them on a thermometer that runs from zero to a hundred degrees.

The higher the number, the WARMER or more favourable you feel about that group.
The lower the number, the COLDER or less favourable you feel about that group.

How do you feel about…?

READ OUT EACH GROUP A-H – RANDOMISE GROUPS – WRITE DOWN SCORE FOR EACH GROUP – SHOWCARD WITH THERMOMETER

		0-100	DK	NO ANSWER
A.	Muslim people		998	999
B.	Black people		998	999
C.	Asylum seekers (An asylum seeker is someone who has made an application for asylum. They have left their country and feel unable to go back as they fear persecution there because of their background or beliefs. They do not feel able to rely on their own government for protection.)		998	999
D.	Jewish people		998	999
E.	Gypsies/Roma		998	999
F.	Economic migrants (people who have left their home country to seek work in another country)		998	999
G.	Illegal migrants		998	999
H.	White people		998	999

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ASK Q13 FOR ANY STATEMENT THAT SCORED BELOW 50 AT Q12
Q13. I'd like to ask you about those you are COLDER towards. So, thinking about *[STATEMENT FROM Q12 SCORING LESS THAN 50]*, have you ever done any of the following to people from that group because they are *[GROUP]*? Please just tell me all that applies

READ OUT EACH GROUP MENTIONED AT Q12 AND THAT SCORE LOWER THAN 50 – SEVERAL ANSWERS POSSIBLE PER GROUP – SHOWCARD WITH SCALE

		Avoided them	Said some-thing negative to them	Given them a dirty look	Made a physical gesture towards or at them (e.g. pushing, blocking them)	Som-ething else	None of the above	Don't Know	No Answer
A.	Muslim people	1	2	3	4	5	6	8	9
B.	Black people	1	2	3	4	5	6	8	9
C.	Asylum seekers (An asylum seeker is someone who has made an application for asylum. They have left their country and feel unable to go back as they fear persecution there because of their background or beliefs. They do not feel able to rely on their own government for protection.)	1	2	3	4	5	6	8	9
D.	Jewish people	1	2	3	4	5	6	8	9
E.	Gypsies/Roma	1	2	3	4	5	6	8	9
F.	Economic migrants (people who have left their home country to seek work in another country)	1	2	3	4	5	6	8	9
G.	Illegal migrants	1	2	3	4	5	6	8	9
H.	White people	1	2	3	4	5	6	8	9

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Question 14 removed

ASK ALL

Q15. If the following people moved next door to you, to what extent, if at all, would you be friendly or not to towards them? Please ONLY read out what applies to your answer.

READ OUT EACH GROUP A-H – RANDOMISE GROUPS – ONE ANSWER ONLY PER GROUP – SHOWCARD WITH SCALE

		Very friendly	A little friendly	Not very friendly	Not at all friendly	Don't Know	No Answer
A.	Muslim people	1	2	3	4	8	9
B.	Black people	1	2	3	4	8	9
C.	Asylum seekers (An asylum seeker is someone who has made an application for asylum. They have left their country and feel unable to go back as they fear persecution there because of their background or beliefs. They do not feel able to rely on their own government for protection.)	1	2	3	4	8	9
D.	Jewish people	1	2	3	4	8	9
E.	Gypsies/Roma	1	2	3	4	8	9
F.	Economic migrants (people who have left their home country to seek work in another country)	1	2	3	4	8	9
G.	Illegal migrants	1	2	3	4	8	9
H.	White people	1	2	3	4	8	9

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III. Social cohesion and integration

I'd like to ask you about your local area or neighbourhood. By that, I mean the area within 15-20 minutes walking distance of your home.

ASK ALL
Q16. To what extent do you agree or disagree that this local area is a place where people from different ethnic and religious backgrounds get on well together?

READ OUT – ONE ANSWER ONLY

Definitely agree	1
Tend to agree	2
Tend to disagree	3
Definitely disagree	4
Too few people in local area (DO NOT READ OUT)	5
All same backgrounds (DO NOT READ OUT)	6
Don't know (DO NOT READ OUT)	8
No Answer (DO NOT READ OUT)	9

ASK ALL
Q17. Thinking about all the people who live in your neighbourhood, to what extent do you agree or disagree with each of these statements.

READ OUT STATEMENTS A-C - ONE ANSWER ONLY PER STATEMENT – SHOWCARD WITH SCALE

		Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know	No Answer
A.	People in this neighbourhood are willing to help their neighbours.	1	2	3	4	8	9
B.	This is a close-knit neighbourhood.	1	2	3	4	8	9
C.	People in this neighbourhood DO NOT share the same values.	1	2	3	4	8	9

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ASK ALL
Q18. Would you say that….

READ OUT – ONE ANSWER ONLY

many of the people in your neighbourhood can be trusted	1
some can be trusted	2
a few can be trusted	3
or that none of the people in your neighbourhood can be trusted	4
Just moved here (DO NOT READ OUT)	5
Depends (DO NOT READ OUT)	6
Don't know (DO NOT READ OUT)	8
No Answer (DO NOT READ OUT)	9

ASK ALL
Q19. Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people?

READ OUT – ONE ANSWER ONLY

Most people can be trusted	1
You can't be too careful	2
Depends (DO NOT READ OUT)	3
Don't know/No opinion (DO NOT READ OUT)	8
No Answer (DO NOT READ OUT)	9

ASK ALL
Q20. In all countries, there sometimes exists tension between social groups. In YOUR opinion, how much tension is there between each of the following groups in YOUR neighbourhood?

READ OUT STATEMENTS A & B AND SCALE- ONE ANSWER ONLY PER STATEMENT

		A lot of tension	Some tension	No tension	Doesn't apply to my neighbourhood (SPONTANEOUS)	Don't know	No Answer
A.	Different religious groups	1	2	3	4	8	9
B.	Different ethnic groups	1	2	3	4	8	9

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IV. The diversity advantage

ASK ALL
Q21. Please tell whether you agree or disagree with each of the following statements.

READ OUT STATEMENTS A-F – RANDOMISE STATEMENTS – ONE ANSWER ONLY PER STATEMENT – SHOWCARD WITH SCALE

		Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Not Applicable (SPONTANEOUS)	Don't know	No Answer
A.	Immigration is good for the *[host country]* economy	1	2	3	4	5	6	8	9
B.	Immigrants make *[the host country]* a more interesting place to live	1	2	3	4	5	6	8	9
C.	Immigration has placed too much pressure on the infrastructure of *[the town/city]*	1	2	3	4	5	6	8	9
D.	Immigration in my area makes me more accepting of people with backgrounds different to mine	1	2	3	4	5	6	8	9
E.	Immigrants in *[the host town/city]* have made it more difficult for *[the host country nationality]* people to get jobs	1	2	3	4	5	6	8	9
F.	Immigration in my area has meant I feel more knowledgeable about people with different backgrounds to mine	1	2	3	4	5	6	8	9

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V. Demographics and social identity

Finally, I would like to ask some questions about you and your background to make sure that we have spoken to a wide variety of people.

I would like to assure you that all the information we collect will be kept in the strictest confidence and used for research purposes only. It will not be possible to identify any individual in the results.

ALL (DO NOT ASK)
Q22. The respondent is:

ONE ANSWER ONLY

Male	1
Female	2

ASK ALL
Q23. May I ask, what is your age?

WRITE DOWN AGE

Age	
No Answer	99

ASK ALL
Q24. Are you currently…?

READ OUT – ONE ANSWER ONLY

Single	1
Married	2
Living as a couple without being married	3
Separated de facto	4
Divorced or legally separated	5
Widow/er	6
Don't know (DO NOT READ OUT)	8
No Answer (DO NOT READ OUT)	9

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ASK ALL
Q25. Please could you tell me to which of the following groups would you say you belong?

READ OUT – ONE ANSWER ONLY

White	1
Black	2
South Asian Indian, Pakistani, etc.	3
East Asian Chinese, Japanese, etc.	4
Arabic, Central Asian	5
Native American, Aboriginal	6
Latin American	7
Other (please specify) _____	8
Don't know (DO NOT READ OUT)	98
No Answer (DO NOT READ OUT)	99

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ASK ALL
Q26. In which country were you born?

DO NOT READ OUT – PRE-CODED LIST - ONE ANSWER ONLY

Austria	1
Belgium	2
Bulgaria	3
Cyprus	4
Czech Republic	5
Denmark	6
Estonia	7
Finland	8
France	9
Germany	10
Greece	11
Hungary	12
Ireland	13
Italy	14
Latvia	15
Lithuania	16
Luxembourg	17
Malta	18
Netherlands	19
Poland	20
Portugal	21
Romania	22
Slovakia	23
Slovenia	24
Spain	25
Sweden	26
United Kingdom	27
Other (please specify) _____	28
Don't know (DO NOT READ OUT)	98
No Answer (DO NOT READ OUT)	99

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ASK IF NOT HOST COUNTRY (AS APPROPRIATE) AT Q26
Q27. May I ask, in which year did you first come to live in *[the host country]*?

Year (YYYY)	
Don't know (DO NOT READ OUT)	9998
No Answer (DO NOT READ OUT)	9999

ASK IF NOT HOST COUNTRY (AS APPROPRIATE) AT Q26

Q28. Are you a *[host country]* citizen? By citizen, we mean legally entitled by birth or naturalisation.

READ OUT – ONE ANSWER ONLY

Yes	1
No	2
Don't know (DO NOT READ OUT)	8
No Answer (DO NOT READ OUT)	9

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ASK ALL
Q29. What is your religion even if you are not currently practising?

DO NOT READ OUT – ONE ANSWER ONLY

Christian – Church of England/Anglican/Episcopal	1
Christian – Roman Catholic	2
Christian – Greek or Russian Orthodox	3
Christian – Other Eastern Orthodox	4
Christian – Methodist	5
Christian – Baptist	6
Christian – Protestant (general/not specific)	7
Christian – no denomination	8
Christian – Other Christian	9
Jewish	10
Hindu	11
Muslim – Shiite	12
Muslim – Sunni	13
Muslim – Other	14
Sikh	15
Buddhist	16
Don't belong to any religious group / Has no religion (SPONTANEOUS)	17
Other (please specify) _____	18
Don't know (DO NOT READ OUT)	98
No Answer (DO NOT READ OUT)	99

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Q30. What is your present occupation?

SHOW CARD. ONE ANSWER ONLY - IF THE INTERVIEWEE IS NOT CURRENTLY IN PAID WORK, CODES 1 TO 4 IN Q30 ASK Q31

Q31. Have you done any paid work in the past? What was your last job?

SHOW CARD. ONE ANSWER ONLY

	Q30 CURRENT JOB	Q31 LAST JOB
NOT ACTIVE		
Housework/Responsible for shopping and taking care of the home	1	
Student	2	
Unemployed/temporarily not working	3	
Retired or unable to work	4	
SELF-EMPLOYED		
Farmer	5	1
Fisherman	6	2
Professional (lawyer, doctor, accountant, architect, etc.)	7	3
Shop owner, artisan, other self-employed person	8	4
Business owner, owner (full or partner) of a company	9	5
EMPLOYEE		
Professional (lawyer, doctor, accountant, architect, etc.)	10	6
General management, director or top management (managing director, other director)	11	7
Middle management (department head, technician, teacher)	12	8
Employed position, working mainly at a desk	13	9
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fire brigade, etc.)	15	11
Supervisor	16	12
Skilled manual worker	17	13
Unskilled manual worker, domestic employee	18	14
HAS NEVER DONE PAID WORK		15

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Q32. Could you please tell me at what age you finished full-time education?

INTERVIEWER: IF STILL STUDYING, ENTER CODE 00

Age	
Don't know (DO NOT READ OUT)	98
No Answer (DO NOT READ OUT)	99

Q33. Please tell me which is the highest educational or professional qualification you have obtained.

INTERVIEWER: IF STILL STUDYING, CHECK FOR HIGHEST ACHIEVED SO FAR.

READ OUT – ONE ANSWER ONLY

No formal education	1
Primary education	2
Secondary education (first cycle and/or second cycle)	3
Postsecondary education non tertiary	4
Tertiary education (Bachelors, Masters, PhD)	5
Other	6
Don't know (DO NOT READ OUT)	8
No Answer (DO NOT READ OUT)	9

ASK ALL
Q34. How often do you…..?

READ OUT – ONE ANSWER ONLY – SHOWCARD WITH SCALE

		Everyday	Several times a week	Once or twice a week	Less often	Don't know	No Answer
A.	watch the local news on television	1	2	3	4	8	9
B.	watch the national news on television	1	2	3	4	8	9
C.	read the news in local newspapers	1	2	3	4	8	9
D.	read the news in national newspapers	1	2	3	4	8	9
E.	listen to the news on the radio	1	2	3	4	8	9

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ASK ALL
Q35. For the next questions, I'd like you to think about your family.

Do any of your family, as listed on this card, have an ethnic background that is DIFFERENT to yours? Please tell me all that apply.

SEVERAL ANSWERS POSSIBLE BUT ONLY FOR CODE 1 & 2 - SHOWCARD

Yes, someone from my immediate family (parents, husband/wife/partner, children)	1
Yes, someone from my extended family (e.g. grandparents, uncles, aunts, cousins)	2
No	3
Not applicable – respondent has no family (DO NOT READ OUT)	4
Don't know (DO NOT READ OUT)	8
No Answer (DO NOT READ OUT)	9

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Annex 2: Area of coverage

LYON (Lyon only – suburbs not included)	**200**
REGGIO EMILIA (Municipality of Reggio Emilia only)	**206**
HAD DINGLY (The town of Had-Dingly only	**200**
COIMBRA (City centre only)	**200**
LIMASSOL	**198**
Limassol	131
Agios Athanasios	12
Polemidia	25
Germasogeia	14
Mesa Geitonia	16
PATRAS	**200**
Patras Center	81
Patras North	29
Patras South	30
Patras East	20
Rio	10
Paralia	10
Messatida	10
Vrachnaiika	10
VALENCIA & L'HORTA NORD	**205**
NORTH	47
Puebla	
Puig	
Pujol	
Masagramelle	23
Masalfassa	24
Rafaelbuñol	
Museros	
Emperador	
SOUTH	51
Burjassot	24
Godella	21
Rocafort	6
Moncada	
EAST	56
Alboraya	36
Alfara	
Meliana	
Almasera	
Vinalesa	
Foios	1
Tavernes	19
Bonrapos	
Albuixech	
Albalalt	
PATERNA	51

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