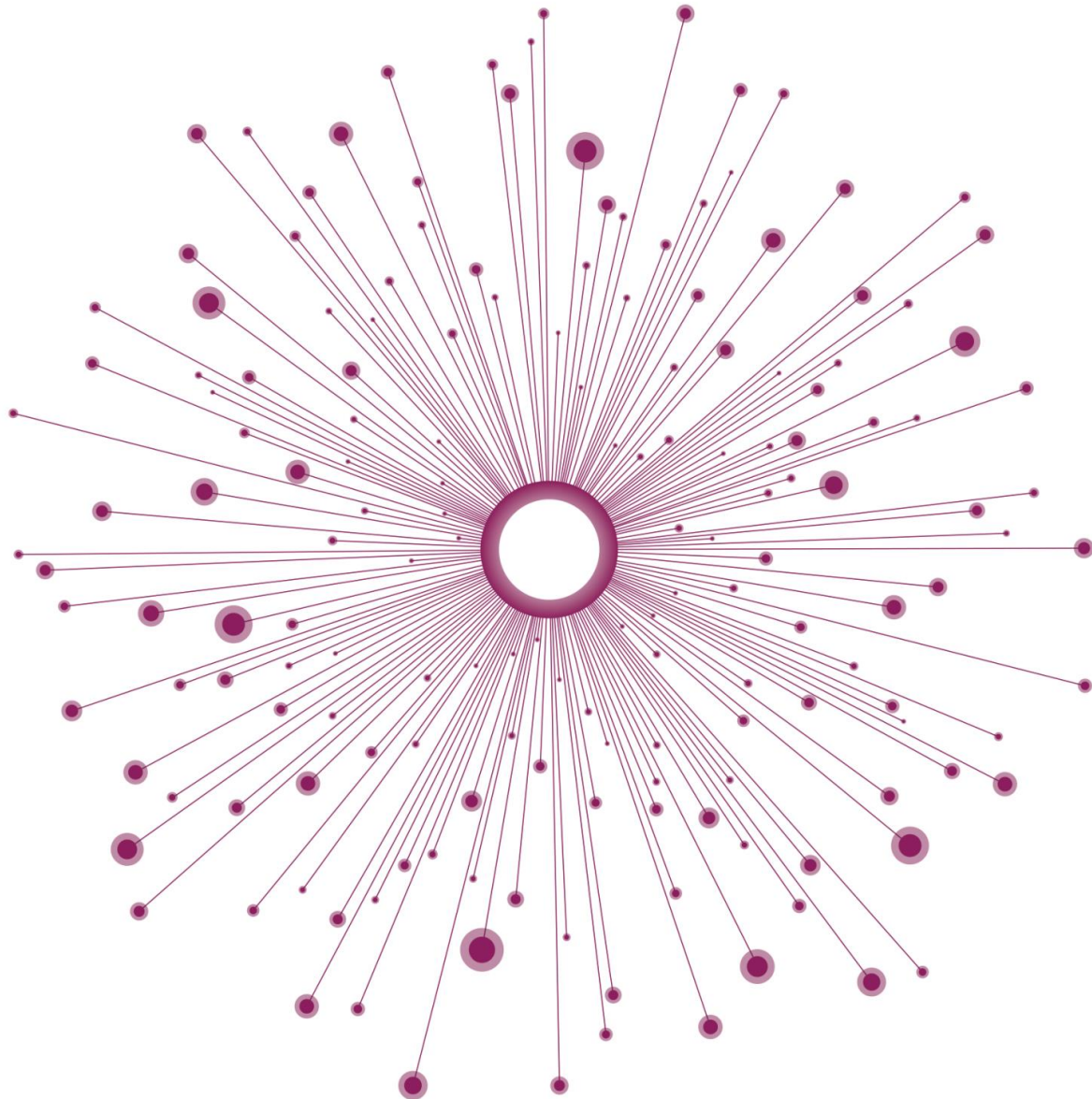


Blackpool Council: Claremont LGBTQIA+ Report

December 2023



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1. Executive Summary

The aim of the engagement was to carry-out a robust conversation in relation to the South Western part of the Claremont ward. The area includes, but is not exclusively: Queen Street, Springfield Road, High Street, Lord Street, part of Abingdon Street, part of Dickson Road, part of Talbot Road and Blackpool North Station, but feedback was encouraged about nearby surrounding areas. The online engagement, alongside additional engagement activity from other services in Blackpool, will act as a platform for the development of a shared and collective vision for the area, which can be used by the public, private, voluntary and community as a catalyst for action, including supporting funding and investment bids.

A total of **269** responses were received to this survey from residents, visitors, business owners, those who work and/or socialise in the area and others with a connection to the area.

The survey went 'live' week commencing 2nd October 2023 and closed on the week ending 26th November 2023, running for a total of eight weeks.

2. Key findings

269 respondents contributed over 3,000 comments to the survey drawing from their own experiences of living, working and socialising within the area and sharing their hopes and aspirations for the future development of the area.

Key themes from each of the engagement topic areas are as follows:

Key themes from each of the engagement topic areas are as follows:

- Look and Feel: community strengths, geographical location and positioning, highways, greening up, improving the appearance of the area, street lighting and illuminations, cultural opportunities, defining the area by use of the LGBTQIA+ signage and image.
- Safety and Security: the fear of crime, reducing crime, CCTV, Street Angels, community policing, visibility and accountability.
- Business and Economy: working together to enable multiple voices to be heard; improving the commercial offer focussing on 'independent' and 'local'.
- Arts, Heritage and Culture: building on the LGBTQIA+ community's vibe and atmosphere as well as supporting Blackpool's established art and cultural organisations. Encouragement of LGBTQIA+ artists and communities, community and visitor events and activities, including street performances and festivals.
- Health and Wellbeing: increase both universal provision and tailored provision to the LGBTQIA+ community around accessible health care services, particularly mental health, sexual health clinics

3. Background

For many years, Blackpool has been home to a large and thriving LGBTQ+ community and, as is the case with many other major urban centres in the UK with large LGBTQ+ communities and visitor economies, including Manchester, Birmingham and Brighton, a particular area of central Blackpool has become strongly associated with embracing and promoting this diversity and evolving a 'Blackpool Village' neighbourhood identity.

This area, to the north of the Town Centre in the Claremont Ward, includes a large concentration of LGBTQ+-oriented businesses, such as bars, nightclubs, restaurants and entertainment venues, along with B&Bs and small hotels catering to this market. This geographical focus has driven private investment in the area, and has supported the development of a diverse, dynamic and vibrant community.

The primary aim of the survey, alongside additional engagement activity from different services across Blackpool, is to support activity that allows everyone in the south-western part of the Claremont ward and other interested people and parties to be part of the engagement process.

4. Methodology

The engagement survey went 'live' week commencing 2nd October 2023 and closed on the week ending 26th November 2023, running for a total of eight weeks.

Information regarding the survey was shared on Blackpool Council's social media pages and other online groups where it was actively advertised by interested residents and visitors which gave additional visibility to the project. A questionnaire was delivered to all businesses in the area and leaflets were distributed to residents who promoted the survey.

A total of 269 responses were received through an open access online survey from residents, visitors, business owners, those who work and/or socialise in the area and others with a connection to the area.

Respondents had the opportunity to comment on many topics on the questionnaire but comments that did not answer the question were omitted from the analysis to reduce repetition.

The numbers in this report have been rounded to one decimal place. As a result some totals will not equal to 100%. Respondents to the survey were given the choice whether or not to answer each question, as a result the base numbers to each question may not equal the total response rate to the survey.

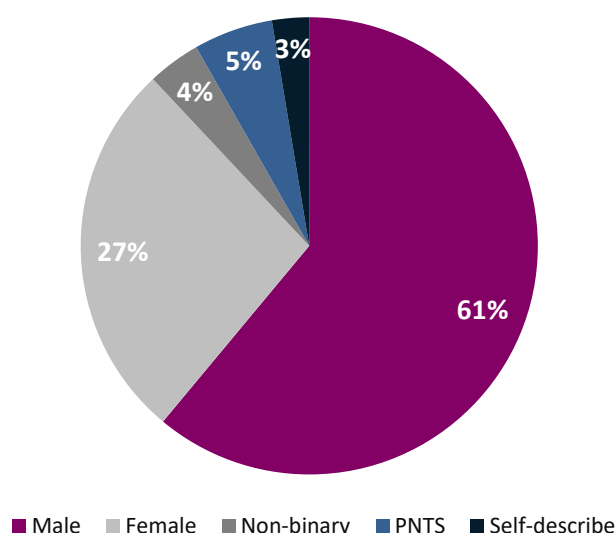
5. Results

5.1 Respondent Profile

Respondents were asked a series of demographic questions which enabled us to ensure we were capturing responses from a broad cross-section of the community.

5.1.1 What best describes your gender? [Q27 on survey] (Base = 267)

61% (163) of responses were from male respondents, including Trans male and 27% (72) were from female respondents, including Trans female. The full responses are shown in the chart below.

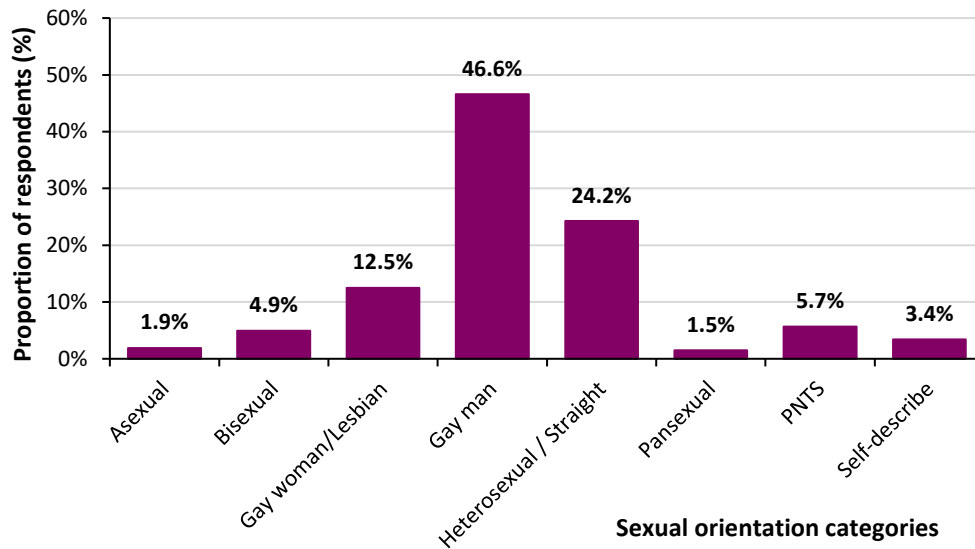


5.1.2 Is the gender you identify with the same as your sex registered at birth? [Q28 on survey] (Base = 264)

91.3% (241) of respondents said that they identified with the same sex as they were registered at birth, 3.8% (10) of said that they did not identify with the same sex as they were registered at birth. The remaining respondents chose the 'prefer not to say' (PNTS) option or left the option blank.

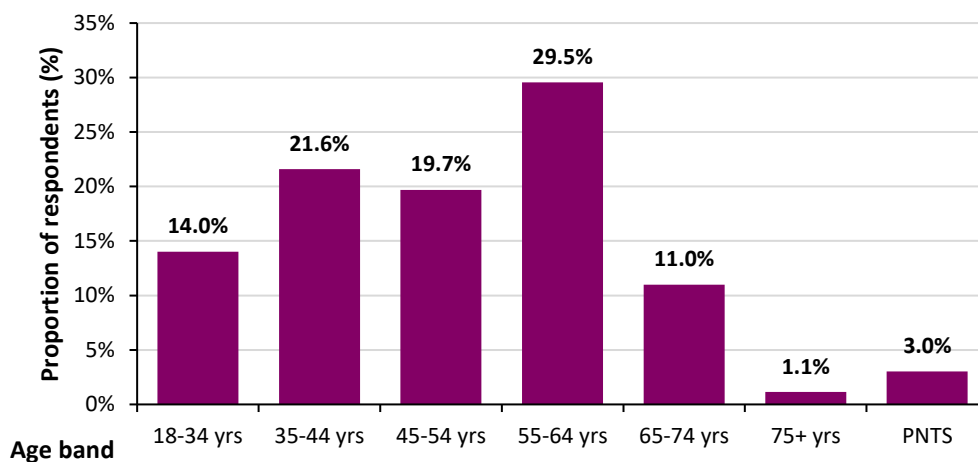
5.1.3 What best describes your sexual orientation? [Q29 on survey] (Base = 266)

The full responses are shown in the following chart. Of those respondents who preferred to self-describe, descriptions included were 'hetero-romantic pansexual', 'queer' and 'a romantic gay man'.



5.1.4 Which age group do you belong to? [Q30 on survey] (Base = 264)

The following table shows the breakdown of responses by age band.



5.1.5 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? [Q31 on survey] (Base = 266)

71.8% (191) of respondents reported having no health problem or disability which has lasted or is expected to last at least 12 months, whilst **28.2%** (75) of respondents reported having a health problem or disability which has lasted or is expected to last at least 12 months. 3 respondents did not answer the question.

The following table shows the breakdown of responses by disability status.

Disability	No of responses	% of responses
No disability	191	71.8%
Yes, limited a lot by disability	34	12.8%
Yes, limited a little by disability	41	15.4%
Total	266	100%

5.1.6 What is your ethnic origin? [Q25 on survey] (Base = 267)

The majority of respondents – (93.6%) – reported their ethnicity as White, which includes English/Welsh/Scottish/Northern Irish/British Irish Gypsy or Irish Traveller, and any other White background.

The following table shows the breakdown of responses by ethnicity.

Ethnicity	No of responses	% of responses
White	250	93.6%
Mixed/Multiple ethnic groups	4	1.5%
Black/African/Caribbean/Black British	0	0%
Asian/Asian British	2	0.7%
Other ethnic group	2	0.7%
Prefer not to say	9	3.4%
Total	267	100%

5.1.7 What religion, religious denomination or body do you belong to? [Q33 on survey] (Base = 266)

The following table shows the breakdown of responses by geographical location.

Religion, religious denomination or body	No of responses	% of responses
No religion	138	51.9%
Christian	92	34.6%
Buddhist	5	1.9%
Hindu	1	0.4%
Jewish	1	0.4%
Muslim	0	0%
Sikh	0	0%
Other religion	8	3%
Prefer not to say	15	5.6%
Prefer to self-describe	6	2.3%
Total	266	100%

6. Main Survey Results

Do you live, work, visit or socialise within the area shown above? [Q1 on survey] (Base = 269)

Respondents were asked what their connection to the area was and were encouraged to tick all the options that applied to themselves. **48.1%** (128) of respondents said they socialised in the area, **41.4%** (110) of respondents said they were residents, **16.9%** (45) of respondents said they were day or staying visitors, **16.5%** (44) said they either owned a business or were a prospective business owner and 22 respondents were connected to the area in another way (generally they could be categorised as visitors/contemplating starting a business or former residents of Blackpool).

Please choose the option that most closely describes your household. [Q2 on survey] (Base = 269) **84.4%** (227) of respondents said their household was adults only, **4.5%** respondents said their household was adults with dependents and **8.6%** (23) of respondents said their household consisted of adults with dependents that includes at least one child under 16.

Three others described their household in terms of their business accommodation.

Do you identify as a member of the LGBTQIA+ community? [Q3 on survey] (Base = 268)

Respondents were asked if they identified as a member of the LGBTQIA+ community with 181 (**67.5%**) saying they did and 72 (**26.9%**) respondents saying that they didn't. 15 (**5.6%**) respondents 'preferred not to say'.

6.1 Look and feel of the area

Thinking about the general 'look and feel' of the public spaces in this area (such as green spaces) and facilities (such as litter bins, street lighting and benches). What are the things you like about the area? [Q4 on survey] (Base = 233)

There were 233 comments in response to the question, however many respondents focussed on what they didn't like about the area and the changes they would like to see which are covered in subsequent questions. These responses were omitted from the analysis to reduce repetition.

The responses which focussed on the things that people liked about the area have been categorised and listed in the table below.

Response categories	No of topic comments
Geographical location / Ease of getting around	19
Community 'feel' / Atmosphere / Vibe	18
LGBTQIA+ community	18
Street lighting	10
Bars / Clubs	8
Arts / Culture	6
Paved areas	6
Litter bins	4
Generic positive comments	20
Total	109

What improvements or changes would you like to see to define this area in line with 'Being who you want to be'? *This could include, but is not limited to, street art, LGBTQIA+ themed sets for furniture opportunities, planters, visual representation that defines the area such as rainbow flags, street furniture, and road markings.* [Q5 on survey] (Base = 251)

There were 251 comments in response to the above question, which have been categorised and are listed in the table below. Many comments covered more than one topic.

Response categories	No of topic responses
Introduce LGBTQIA+ signage and visibility	100
Have more green spaces	76
Safer environment / Lighting	66
Needs to be cleaner / tidier	52
More street art/installations	52
Improve buildings	36
Add seating areas	16
Promote inclusivity	13
Pedestrianisation	12
Community focus	10
Improved parking/traffic management	10
Improve the look of the area	10
Support for LGBTQIA+ businesses / pink pound	10
Café culture	5
Gay role models	3
Total	471

Do you think the area represents who you are? For example do you feel 'at home' or 'comfortable to be who you are' in this area? Please tell us why or why you don't feel this way. [Q6 on survey]
(Base = 244)

There were 214 comments in response to the above question which have been categorised and are listed in the tables below. Some responses were omitted as they did not answer the question.

Area represents who you are	No of responses
Answered 'No', without any further narrative	26
Answered 'No', with further narrative	86
Total	112

Responses focussed primarily on criminal activity in the area, feeling unsafe, neglected and unclean environment.

Area represents who you are	No of responses
Answered 'Yes', without any further narrative	43
Answered 'Yes', with further narrative	59
Total	102

Responses focussed primarily on the friendliness of the LGBTQIA+ family/ community/LGBTQIA+ businesses.

What changes, in the short-term (within 3 years) and longer term (beyond 3 years), would you like to see? Please tell us how you'd like the area to be developed? [Q7 on survey] **(Base = 243)**

There were 202 comments in response to the question which have been categorised and listed in the table below. Many comments covered more than one topic. Some responses were omitted as they did not answer the question.

Response categories	No of topic comments
Appearance (including cleanliness)	91
Reduction in crime / improved safety / improved lighting	80
Defining the area (comments varied with some as LGBTQIA+ and some as 'be you')	39
Introduce green spaces	33
Improve HMOs / regenerate the area	26
Improve roads / use traffic management / improve street access	25
Support for LGBTQIA+ community	17
Café culture (reduce focus on alcohol)	14
Improve shops / introduce independent brands	14
Art installations / performance activities	10
Investment / Finances	8
Commercial improvement	4
Support community	4
Total	365

What do you think are Claremont's community strengths? Think about the ways that the community, either individually or via established groups, could contribute to the look and feel of the area. [Q8 on survey] **(Base = 196)**

There were 143 comments in response to the question which have been categorised and listed in the table below. Many comments covered more than one topic. Some responses were omitted as they did not answer the question.

Response categories	No of topic responses
Community spirit / Welcoming / Wanting to succeed	40
LGBTQIA+ presence/ History	13
Community (the need to represent the whole area)	11
Community buildings and groups	11
Gay businesses (from and within)	8
Diversity and inclusion	8
Untapped resource	7
Geographic location	3
Close knit families	3
Not sure / Not known	37
Total	141

6.2 Business investment within the area

People were asked to tell us if they sometimes or regularly visited, worked or socialised in this area during the day-time, during the evenings/night or did they visit, work or socialise in this area during both periods? [Q9 on survey] **(Base = 269)**

	No of responses	% of responses
Yes, usually only during the day	45	16.7%
Yes, usually during the evenings/night	61	22.7%
Yes both periods	135	50.2%
No, I don't tend to visit the area	28	10.4%
Total	269	100%

Respondents were asked to think about the day-time economy when responding to questions 10 to 12.

What do you think works well for businesses in the area? *Businesses could include, but is not limited to, pubs/clubs, restaurants, retail and leisure. Think about the businesses you visit and what other businesses/organisations you'd like to see in this area.*

[Q10 on survey] **(Base = 146)**

There were 83 comments in response to the above question which have been categorised and listed in the table below. Many responses covered more than one topic. Some responses were omitted as they did not answer the question.

Response categories	No of topic responses
Local bars / hotel bars	12
Recognisable LGBTQIA+ profile	10
Entertainment venues	10
Location: not too far to walk to all areas	8
Friendly community	5
Good mix of retail and 'eating bars'	4
Transport	4
Other	11
Nothing works well	4
Total	68

What do you think provides the biggest challenges for businesses in the area? *This could include, but is not limited to, comments about finances/investment, external support, transport access (including parking), safety, well-being.*

[Q11 on survey] **(Base = 159)**

There were 159 comments in response to the question which have been categorised and listed in the table below. Many comments covered more than one topic.

Response categories	No of topic responses
Crime (drugs, homophobia, drunks)	43
Transport links/ parking/ traffic management	42
Improved financial support/ investment	36
Safety (including lighting)	33
Lack of cleanliness / visual appeal	21
Homeless / beggars	21
Low level accommodation / HMO's / Aggressive tenants	20
Poverty	10
Attitudes / perceptions of the area	6
Planning decisions / Licensing	4
Retention of good staff	3
The focus on 'only the' night-time economy	3
Other	21
Total	263

What business/retail improvements and developments would you like to see? *Think about what changes would encourage you to visit the area more often. This could include, but is not limited to, the type of businesses, the range of entertainment available and how you feel visiting the area.*

[Q12 on survey] **(Base = 137)**

There were 137 comments in response to the question, which have been categorised and listed in the table below. Many comments covered more than one topic.

Response categories	No of topic responses
Café culture / independent shops	37
Better shops / better clothing shops	26
Better safety and security (including lighting)	22
LGBT shops	20
More diverse and improved restaurants	15
More green spaces / outdoor space	9
Building improvements/ shop frontages	8
Clean up the area	8
Business support (including from council)	6
Improved road management and parking	3
Improved family activities	3
Removal / reduction of HMOs	3
Other	12
Total	172

Respondents were asked to think about the **night-time** economy when responding to questions 13 to 15.

What do you think works well for businesses in the area? *Businesses could include, but is not limited to, pubs/clubs, restaurants, retail and leisure. Think about the businesses you visit and what other businesses/organisations you'd like to see in this area.* [Q13 on survey] **(Base = 139)**

There were 82 comments in response to the question which have been categorised and listed in the table below. Many comments covered more than one topic.

Response categories	No of topic responses
Entertainment industry – pubs, bars, clubs and hotels	28
LGBTQIA+ community presence	15
Geographic location	14
LGBT business collaboration	6
Community spirit	5
Shops	4
Business collaboration	4
Transport/ traffic management	4
Cost / pricing structure	3
Northern friendliness	2
Council support	2
Other	5
Not much / nothing	7
Total	99

What do you think provides the biggest challenges for businesses in the area? *This could include, but is not limited to, comments about finances/investment, external support, transport access (including parking), safety, well-being.* [Q14 on survey] **(Base = 150)**

There were 149 responses in response to the question which have been categorised and listed in the table below. Many responses covered more than one topic. Some responses were omitted as they did not answer the question.

Response categories	No of topic responses
Safety	38
Improved road management and parking	29
Financial support / Investment	26
Cleanliness and general appearance	20
Crime concerns / police presence	26
Alcohol and drug usage	17
Beggars / Homeless	17
Derelict buildings	10
Cost of living/ poverty	8
Business rates	4
Public transport / access/ links	4

Reputation	3
too many takeaways	2
Other	43
Total	247

What business/retail improvements and developments would you like to see? *Think about what changes would encourage you to visit the area more often. This could include, but is not limited to, the type of businesses, the range of entertainment available and how you feel visiting the area?* [Q15 on survey] **(Base = 131)**

There were 121 comments in response to the question which have been categorised and listed in the table below. Many comments covered more than one topic. Some responses were omitted as they did not answer the question.

Response categories	No of topic responses
More diverse shops / wider range of goods	29
Safety	24
Improved Gay scene/ vibrant	15
Café culture	13
Live shows / better and more bars	12
Cleanliness / general appearance	11
Less derelict / less building although improvements are welcomed	7
Performance / Arts	7
Better signage / Promotion of the area	6
More accessible pavements and streets	6
Greenery	6
Business support	5
Parking/ traffic management / taxi availability	4
Joint working / Business support	4
Less alcohol and drugs issues	3
Provision of seating	3
Bowling	2
Cinema	2
None	4
Other	20
Total	183

Please tell us why you do not visit the area and what would encourage you to visit this area? [Q16 on survey] **(Base = 9)**

There were 9 comments in response to the question which have been categorised as follows. Many comments covered more than one topic. There were two main topics from the responses, namely concern about personal safety and the 'run-down' appearance of the area.

6.3 Priorities and further engagement opportunities

What should be the key priorities for improving investment in the area? [Q17 on survey] (Base = 44)

Respondents who said they owned a business in the area or were a prospective business owner identified, which they thought were the key priorities in order to improve investment in the area. Respondents were asked to choose a maximum of four options from the pre-determined list.

These are shown in the table below.

Response categories	No of responses
Communication	23
Shared common goals	21
Five year plan for the area	17
Regular meetings	15
Partnership agreements	13
Shared marketing	11
Shared skills (training, grant writing etc.)	7
Shared costs	5
Other (full responses will be included in the appendix)	4
Total	116

Would you be happy to be contacted to undertake further engagement to support business opportunities in the Claremont area? [Q19 on survey] (Base = 22)

22 respondents said they would be happy to be contacted.

6.4 Arts, Heritage and Culture

What are the key strengths or themes in relation to arts, heritage and culture in this area?

[Q19 on survey] (Base = 177)

There were 144 comments in response to the question which have been categorised and listed in the table below. Many responses covered more than one topic. Some responses were omitted as they did not answer the question.

Response categories	No of topic responses
LGBT vibe / Gay environment / Pride	38
The Grundy	29
Funny girls	27
The Library	17
Older buildings/ Heritage	10
Old Electric	9
Arts / Performance arts	6
Geographic position/ accessibility to the area	3
Community	2
None / Not sure	56
Total	197

What should we be focussing on to support arts, heritage and cultural development in this area?

[Q20 on survey] (Base = 153)

There were 115 comments in response to the question which have been categorised and listed in the table below. Many comments covered more than one topic. Some responses were omitted as they did not answer the question.

Response categories	No of topic responses
LGBT history, Art and heritage	28
Community based suggestions involving local young people	26
Arts and heritage in an inclusive way	22
Outside environment / improving the look of buildings / Street art	22
Financial support	11
Live performances/ smaller events / ad-hoc performances	10
Large scale events	6
Café culture	4
Support for established LGBT groups / places	4
Pedestrianisation / improve access to the area	4

Improve access to the arts for young people	2
Old Electric	1
No comment/ not sure	116
Other positive comments	3
Total	259

Would you be interested in attending future activities/projects? If yes, which activities would interest you most [Q21 on survey] (Base = 166)

There were 166 responses to the question. 114 (68.7%) respondents said they would be interested in attending future activities and projects with 82 of the respondents going on to provide details on what they would be interested in. These have been categorised and listed in the table below.

Response categories	No of topic responses
LGBT / Pride events	27
General arts projects	14
Anything at all	14
Local / community-based projects	13
Exhibitions / talks / workshops (General)	9
Music including live music	10
Environmental / Gardening	5
Family orientated - all ages	5
Street parties / Festivals	5
Theatre / Performance Arts	7
Health & fitness activities	1
Other (several respondents wanted more detail about what was available before committing to support)	21
Total	131

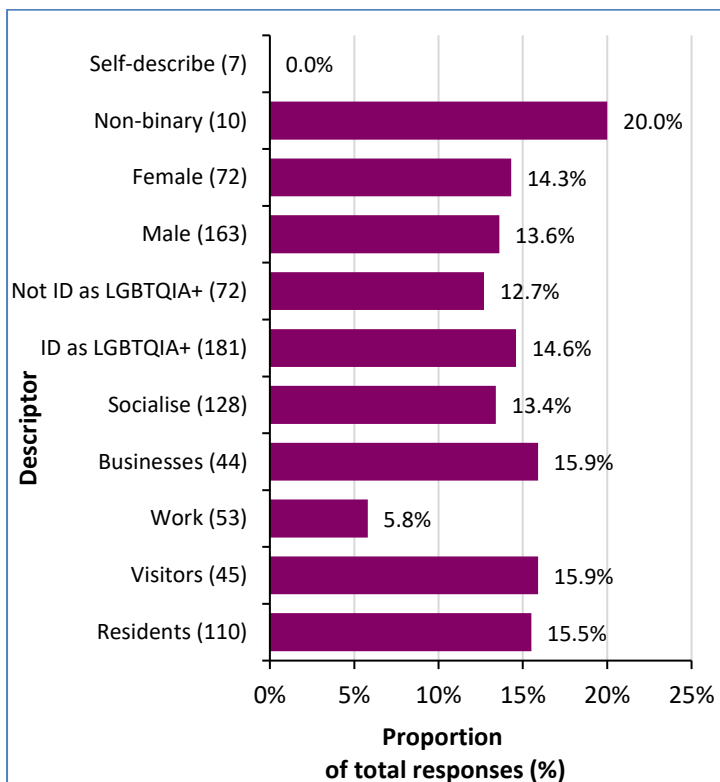
6.5 Safety and Security

Do you feel safe walking and/or socialising around this area? [Q22 on survey] (Base = 265)

	No of responses	% of responses
Yes, feel safe all of the time	37	14%
Yes, feel safe only during daylight hours	37	14%
Yes, feel safe only during evening hours	5	1.9%
No, sometimes I do not feel safe	186	70.2%
Total	265	100%

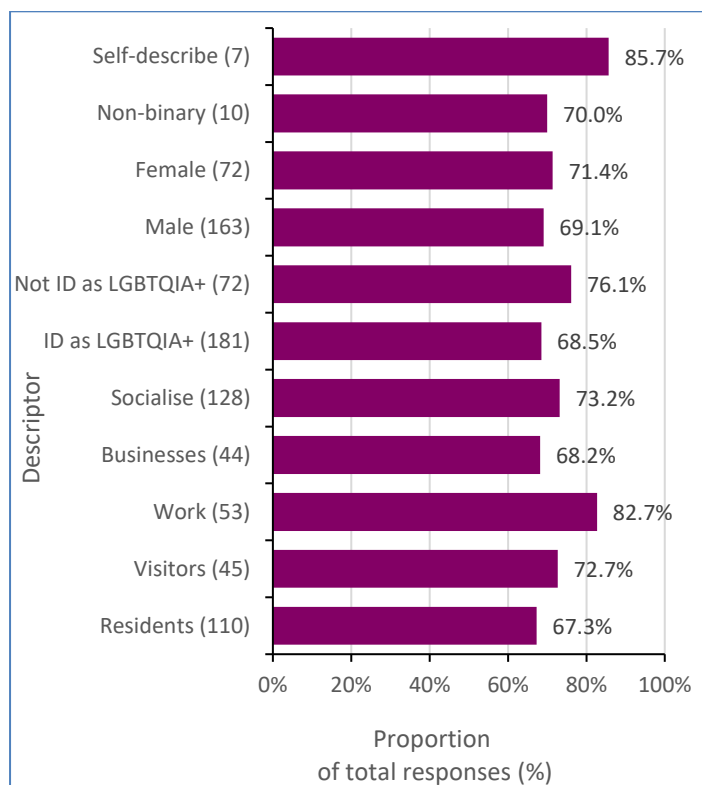
Further analysis has been undertaken by demographic categories to look for groups that feel either more safe than average or feel less safe than average. Please note that small numbers of responder groups (for example 'those who prefer to describe' or 'non-binary') have bigger swings in percentages and their data must be used with care.

The graph below shows the percentage of respondents who chose 'Yes, feel safe all of the time'. The numbers in brackets shows you the total number of responses from that demographic group.



*self-describe refers to gender

The graph below shows the percentage of respondents who chose 'No, sometimes I do not feel safe'. The numbers in brackets tell you the total number of responses from that demographic group.



*self-describe refers to gender

Please tell us why you do not feel safe in this area. *This could include, but is not limited to, identifying areas where you did not feel safe.* [Q23 on survey] **(Base = 179)**

There were 179 comments in response to the question which have been categorised and listed in the table below. Many comments covered more than one topic.

Response categories	No of topic responses
Drug dealers/dealing and too many people drinking excessively	73
Feels unsafe / Lack of police presence / Poor police experience	59
Aggressive begging / Homeless people	51
History of crime, including anti-social behaviour and muggings	46
Dark Streets / Lack of lighting	28
Groups of 'straight' men exhibiting intimidating behaviours	19
General appearance of the area including buildings which are not looked after	12
Personal experience of being attacked in the area	11
Intimidating people in the area	10
Homophobic abuse	4
Total	313

Please tell us what you think would make this area safer? *This could include, but is not limited to, partnership working, street lighting, transport, and courses available for example 'bystander training'.*

[Q24 on survey] **(Base = 224)**

There were 224 comments in response to the question which have been categorised and listed in the table below. Many responses covered more than one topic.

Response categories	No of topic responses
A better police presence / Street angels / Better security	131
More lights in the public areas	67
More CCTV	44
Improve the appearance of the buildings	16
Reduce drug dealers/dealing and people drinking excessively	15
Reduce beggars and the homeless	13
Have better road management	11
Have a cleaner area	10
Introduce green open spaces	8
Increase signage so this is a clearly identifiable LGBTQIA+ area	7
Introduce bystander training	6
Encourage outreach work/ partnership working	6
Better business opportunities	3
Better / cheaper public transport/ better parking	3
Total	340

6.6 Health and Wellbeing

In terms of your health and well-being, what health and wellbeing services would you like to see in this area? [Q25 on survey] **(Base = 146)**

There were 138 comments in response to the question which have been categorised and listed in the table below. Many responses covered more than one topic.

Response categories	No of topic responses
More mental health services	24
GUM / sexual health clinics	23
LGBT focussed support	22
More walk-in options	19
More GPs	14
More dentists	13
Alternative health services	11
Alcohol / addiction options	11
Community based services	10
Access to free/reduced price gym / physical health	10
All current services are sufficient	9
More universal provision	5
Less unhealthy food outlets / more healthy options	4
Improve the physical environment	4
Have more effective information outreach	3
More Pharmacies/chemists	2
Preventative approach	1
Services for Young People	1
Other	16
Total	202

What gaps do you think there are relating to the health and wellbeing services currently in the area? This could include, but is not limited to, physical or mental health, sexual health, substance use etc... [Q26 on survey] **(Base = 147)**

There were 127 comments in response to the question which have been categorised and listed in the table below. Many responses covered more than one topic.

Response categories	No of topic responses
Mental Health provision	36
Addiction support	24
Dental care	13
No gap in services	10
Community based	10
LGBTQIA+ specific including for Young People	9
Homeless services	7
Sexual Health services	7
GPs	6
Drop-in options	6
Gyms / physical health services	5
Well-being centres	3
General dissatisfaction with provision	3
Green spaces	3
Outreach (LGBT)	2
Alternative health services	2
Women focus	2
Don't know / not sure	13
Other	16
Total	177