What Hurts You the Most?

Who Cares? Hampshire Findings September 2017

*The 'Who Cares?' mission across Hampshire involved 59 churches asking the question '**What hurts you the most?'** They showed their local communities that they care for them by stepping outside of their church buildings, engaging with friends, families and neighbours, and finding out what really hurts the people around them. The churches found that most of the hurts were linked to 'Negative Emotions', 'Relationships' and 'Family'. The churches are now using what they have found out to respond to the needs of their local community and bring Jesus' love and hope to other people.*

Why did we do Who Cares?

In June and July 2017, 59 Hampshire churches from different backgrounds and denominations came together to ask their friends, families and communities one question: 'What Hurts You the Most?'. The churches wanted to understand themselves and the communities around them, to enable them to respond more fully and sensitively and demonstrate that they do indeed care.

What did we do?

We began the first phase of the Who Cares? mission with 'Listening'. During the 'Listening Phase' church members took the question cards and asked people to take part in the one question, anonymous survey. The question was asked in many different contexts; including within church, schools, coffee shops, supermarkets, fetes and local events, to name just a few. The responses were placed in envelopes and only seen by the people recording the responses on the computer. Once the information was entered onto the computer the cards were destroyed to ensure anonymity. The responses were allocated categories and sub-categories so they could be analysed. The main categories were: 'Death', 'Relationships', 'Family', 'Physical Suffering', 'Money', 'Negative emotions', 'Loneliness', 'Injustice' and 'Other'.

What did we find?

We received 11,798 responses to the question 'What hurts you the most?'. These responses were then categorised into one of the 8 main categories.

Death included hurts such as death of family and friends, fear of death, abortion and death of people around the world.

Relationships included friendships, romantic relationships, lies and betrayal, arguments, rejection, bullying, selfishness, unkindness and seeing loved ones in pain.

Family included hurts such as family death, family illness, parenting, money related problems, time and work-life balance, marriage, absence of family, broken relationships and family members hurting.

Physical Suffering included illness, physical injury, fear of illness, being a carer, additional needs such as disability or learning difficulties, NHS, addiction, pain and suffering, aging and tiredness.

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Money included family, housing, poverty, bills and living costs, work and income, debt, food and retirement.

Negative Emotions included mental health, fear and anxiety, stress, age, work and time, addiction, lack of support, family, sadness, anger, pressure and love and hate.

Loneliness included loneliness caused by death, illness, family, age, friendship, living alone and lack of a partner.

Injustice included suffering, war, terrorism, homelessness, poverty, crime, politics, local issues, inequality, natural disasters.

Other included responses which didn't fit into any of the above categories.

Where there was crossover between the categories in the responses, the responses were allocated more than one category. In total we made 15,123 categorisations.

Overall Data

The largest areas of hurt were Negative Emotions, Family and Relationships. 19.77% of the overall number of categorisations were Negative Emotions, 18.26% were Family and 16.89% were Relationships. The smallest areas of hurt were Loneliness at 4.54% and Money at 5.4%. Figure A shows the percentages of responses in each category out of the total number of categorisations.
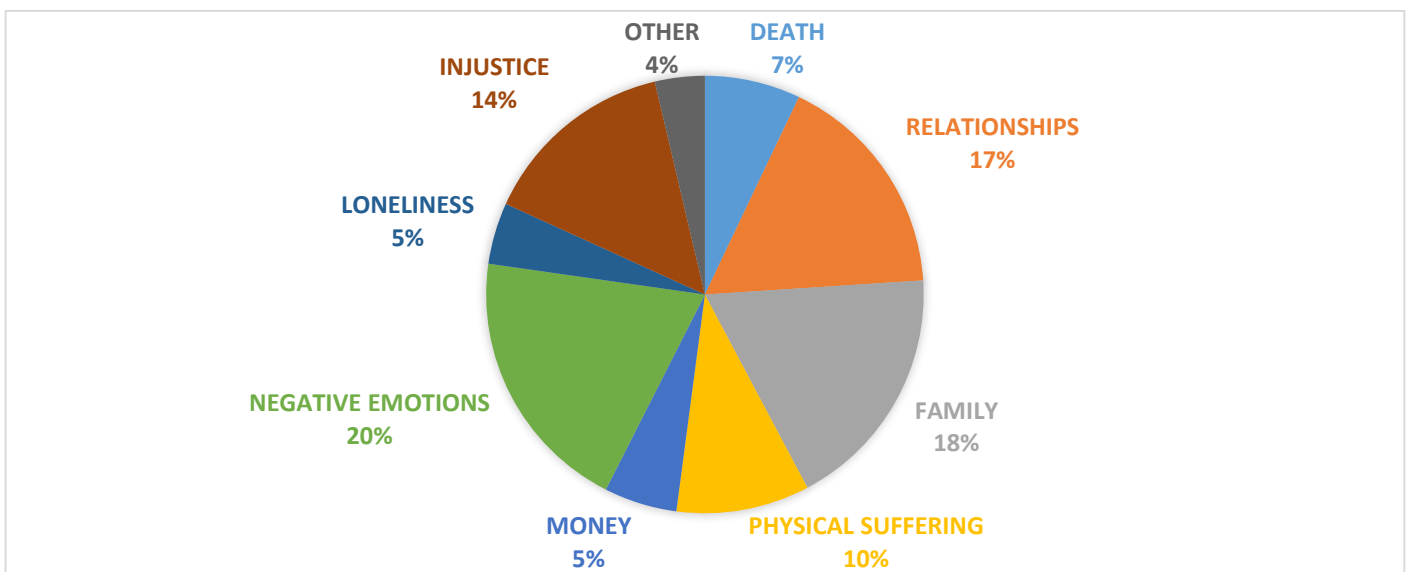

Figure A: Chart showing the percentage of hurts in each category out of the total number of categorisations made.

Age

We analysed the data further by looking at the data at different age categories. The table below shows how many responses were made by each age group. Not every person who responded gave us their age so their responses have not been included in this section of the data analysis.

Age Range	Number of Categorisations Made
Under 18	1966
18 – 34 Year Olds	1484
35 – 65 Year Olds	4412
Over 65 Year Olds	2697

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From the charts shown in Figure B, it can be seen that the hurts for different age groups vary. The hurt that most affects under 18 year olds is Relationships with 31.46%. For 18- 34 year olds and 35-65 year olds the two main categories of hurts were Negative Emotions (24.01% - 18-34 year olds, 20.9% - 35-65 year olds) and Family (19.09% - 18-34 year olds, 20.97% - 35-65 year olds), which is consistent with the overall data. Finally, the main area of hurt for over 65 year olds was Injustice at 19.3%.

The smallest area of hurt for under 18 year olds was Money (1.15%). For 18-34 years and 35-65 year olds the smallest area of hurt was Loneliness (3.97% - 18-34 year olds and 4.1% - 35-65 year olds). Finally, for over 65 year olds, like under 18 year olds, the smallest area of hurt was Money with only 4.61% of the categorisations in this category.
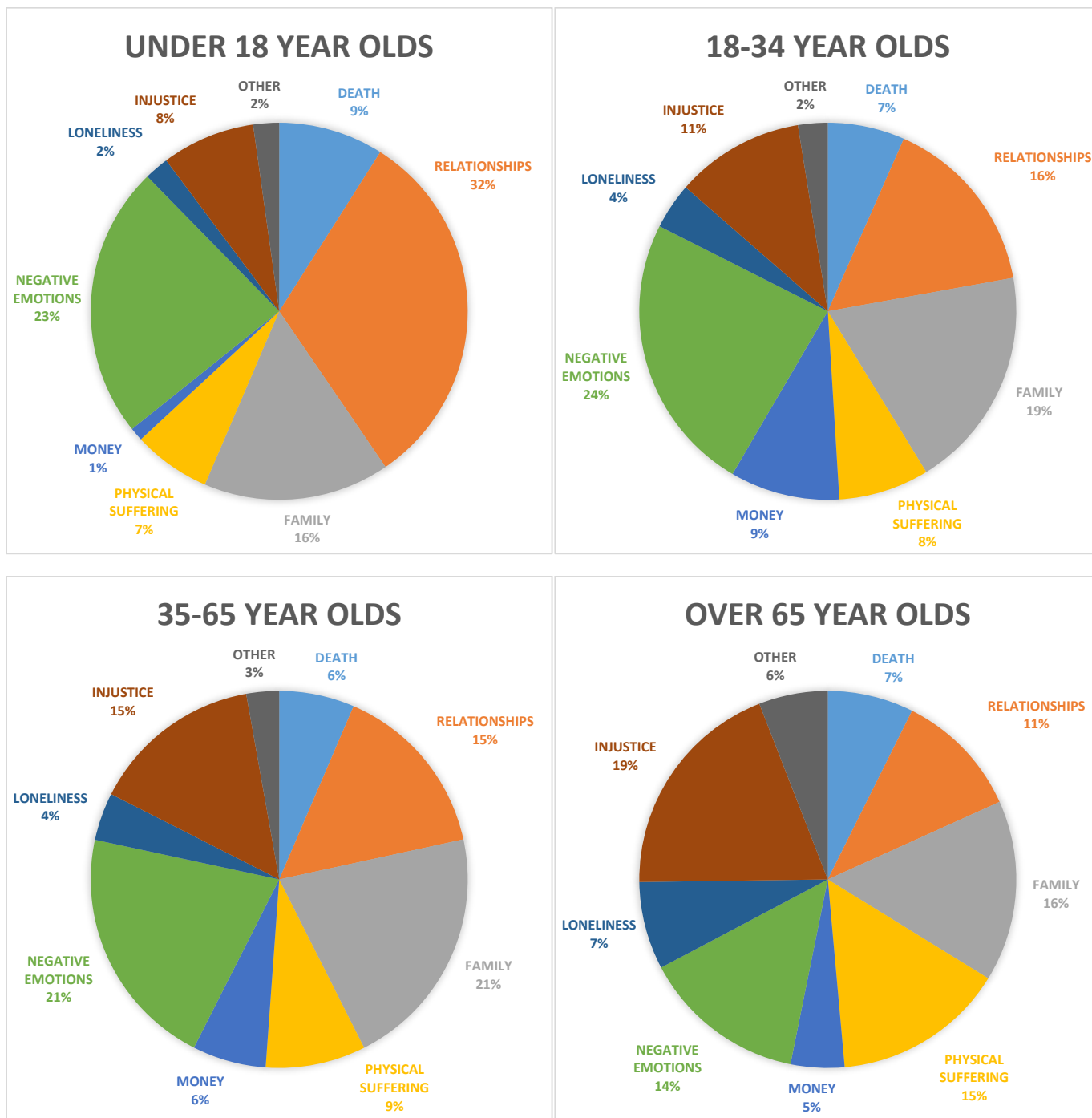

Figure B: Charts showing the percentage of hurts in each category out of the total number of categorisations made for the age groups: Under 18 year olds, 18-34 year olds, 35-65 year olds and over 65 year olds.

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Gender

The data was also analysed by gender. There were 6569 categorisations within the female's responses and 3786 categorisations with the male's responses. Not everyone selected their gender when answering the question so this data has not been included in this section of the analysis. For females the biggest areas of hurts were Family (20.03%) and Negative Emotions (18.41%). The smallest area was Money at 4.84%. The most categorisations for males were Negative Emotions with 22.47% of the categorisations. The next closest category was Family with only 15.75%. The least number of categorisations for males were Loneliness (3.05%).
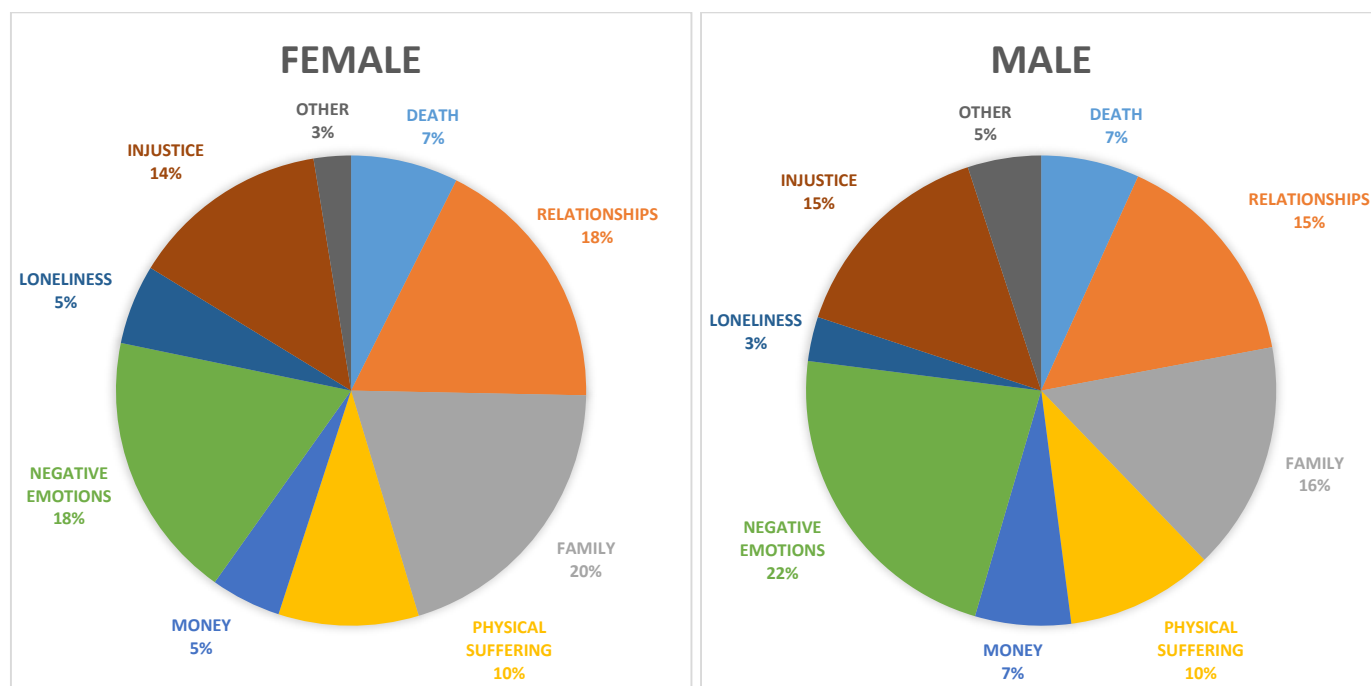

Figure C: Charts showing the percentage of hurts in each category out of the total number of categorisations made for males and females.

Areas of Hurt

In order to see the needs of the community more clearly it is necessary to break down the categories further into sub-categories. We have taken the responses in each of the areas and found threads of similar hurts than run through them. These have been used as subcategories, which enable us to see what the most common needs are within each category.

Negative Emotions:

There were 2991 responses that linked to Negative Emotions. There were 12 main threads that ran through the responses which became the following sub-categories: 'Mental Health', 'Feelings about Age', 'Lack of Support', 'Anger and Aggression', 'Fear and Anxiety', 'Feelings About Work and Time', 'Negative Emotions linked to Family', 'Pressure', 'Stress', 'Addiction', 'Sadness', 'Feelings of Love and Hate'.

The greatest number of responses that were about Negative Emotions were about the Negative Emotions linked to Family at 18.15%. This was followed by Feelings About Work and Time at 13.04%.

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Figure D: The number of responses in each sub-category within Negative Emotions

Family:

There were 2763 responses that linked to Family. There were 10 main threads that ran through the responses which became the following sub-categories 'Parenting', 'Family Illness', 'Money & Family', 'Family Time', 'Family Death', 'Family Hurts', 'Absence of Family', 'Marriage', 'Families Future' and 'Broken Relationships'.

The greatest number of responses that were about Family were about Family Illness at 17.92%. This was followed by Parenting at 16.36%.
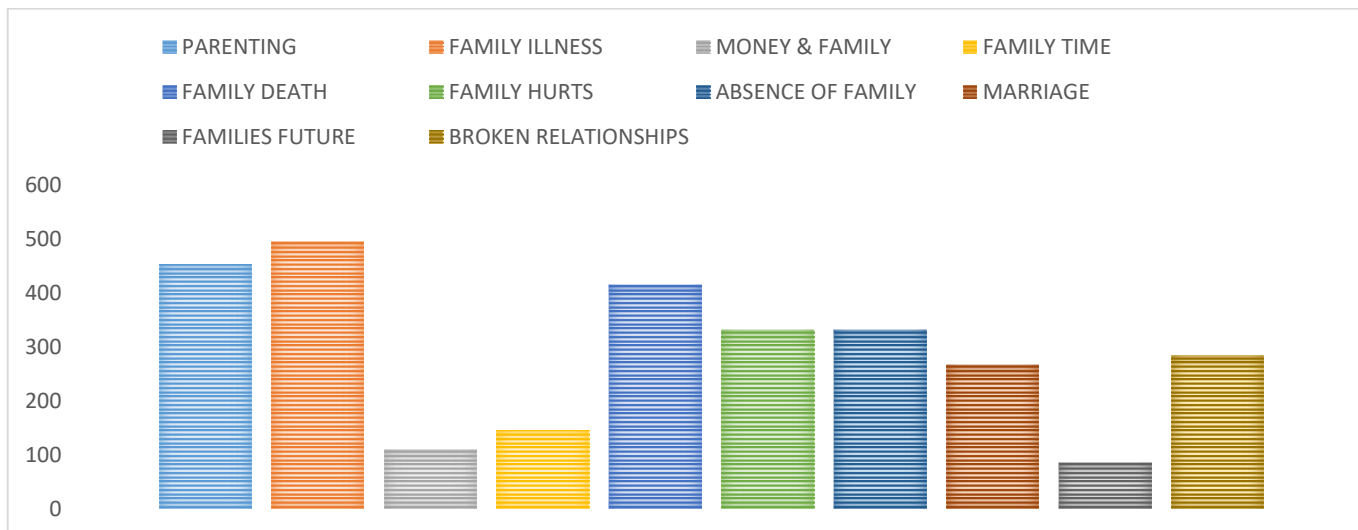

Figure E: The number of responses in each sub-category within Family

Relationships:

There were 2555 responses that linked to Relationships. There were 10 main threads that ran through the responses which became the following sub-categories 'Other's Relationships', 'Arguments and Aggression', 'Selfishness', 'Friendships', 'Unkindness', 'Bullying', 'Lies and Betrayal', 'Rejection' and 'Inequality'.

The greatest number of Relationship responses were in the category Unkindness (28.88%). The next two largest sub-categories were 'Friendships' (16.79%) and 'Lies and Betrayal' (13.39%).
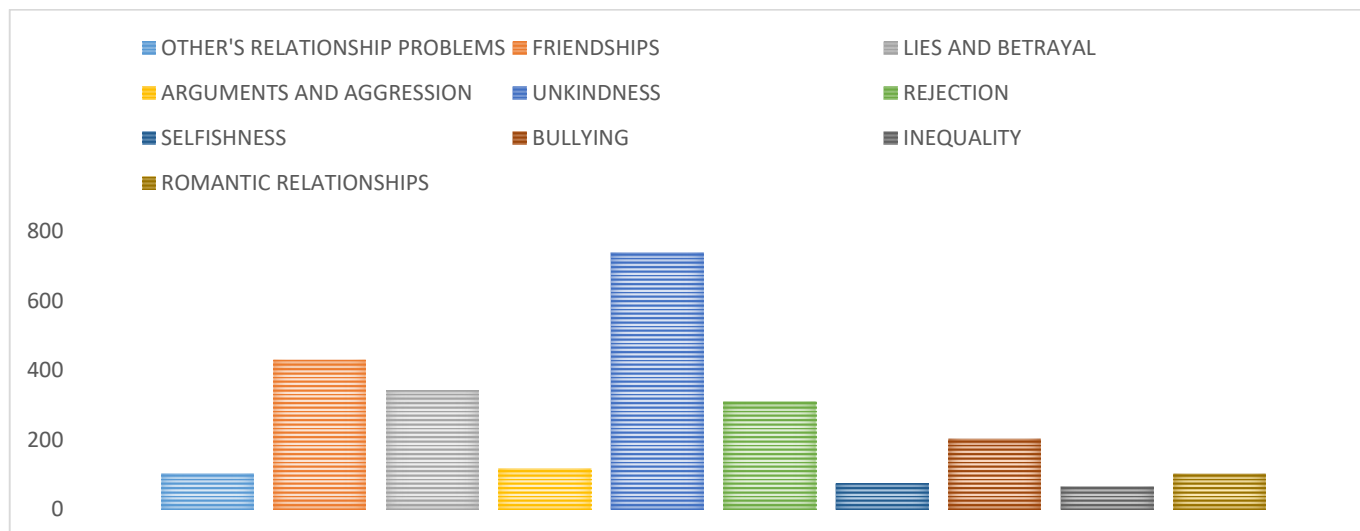

Figure F: The number of responses in each sub-category within 'Relationship Problem'

Injustice:

There were 2196 responses that linked to Injustice. There were 13 main threads that ran through the responses which became the following sub-categories 'Suffering', 'War', 'Terrorism', 'Homelessness', 'Poverty', 'Crime'. 'Politics', 'Local Issues', 'Equality', 'NHS', 'Environment', 'Problems in the World' and 'Lack of Care'.

The greatest number of responses that were about Injustice were sub-categorised as Suffering which linked to 22.09% of the responses. The next two largest sub-categories were Problems with the World (17.17%) and Terrorism (13.57%).
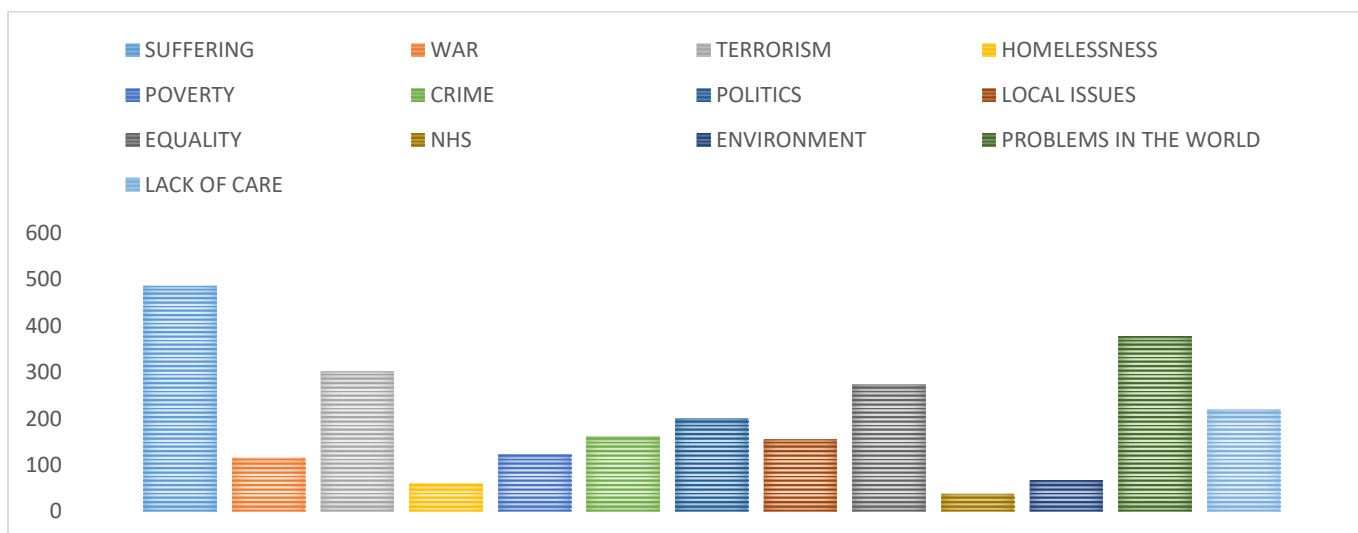

Figure G: The number of responses in each sub-category within Injustice

Physical Suffering:

There were 1492 responses that linked to Physical Suffering. There were 11 main threads that ran through the responses which became the following sub-categories 'Mental Health', 'Fear about Health', 'NHS', 'Tiredness', 'Illness and Physical Health', 'Carer', 'Aging', 'Pain, Suffering and Hurt', 'Physical Injury', 'Additional Needs' and 'Addiction'.

The greatest number of responses that was about Physical Suffering was Illness and Physical Health (47.59%).
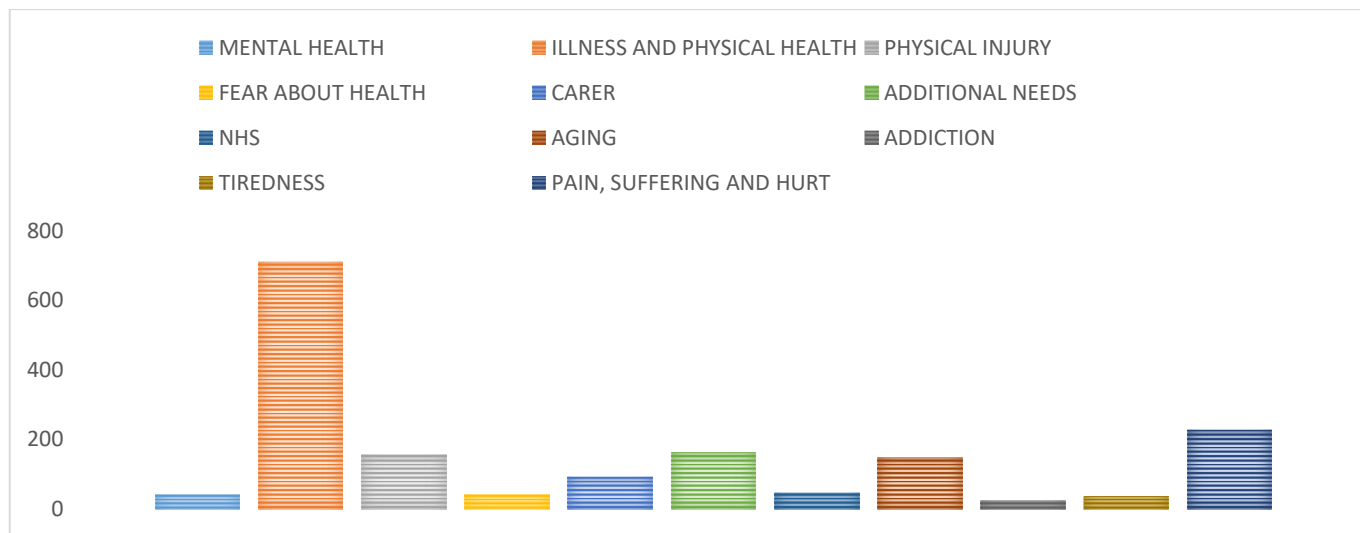

Figure H: The number of responses in each sub-category within Physical Suffering

Death:

There were 1070 responses that linked to Death. There were 5 main threads that ran through the responses which became the following sub-categories 'Death of Family and Friends', 'Grief', 'Abortion', 'Fear of Death' and 'Death of Others (Not family and friends)'

The greatest number of responses was linked to Death of Family and Friends (69.72%)
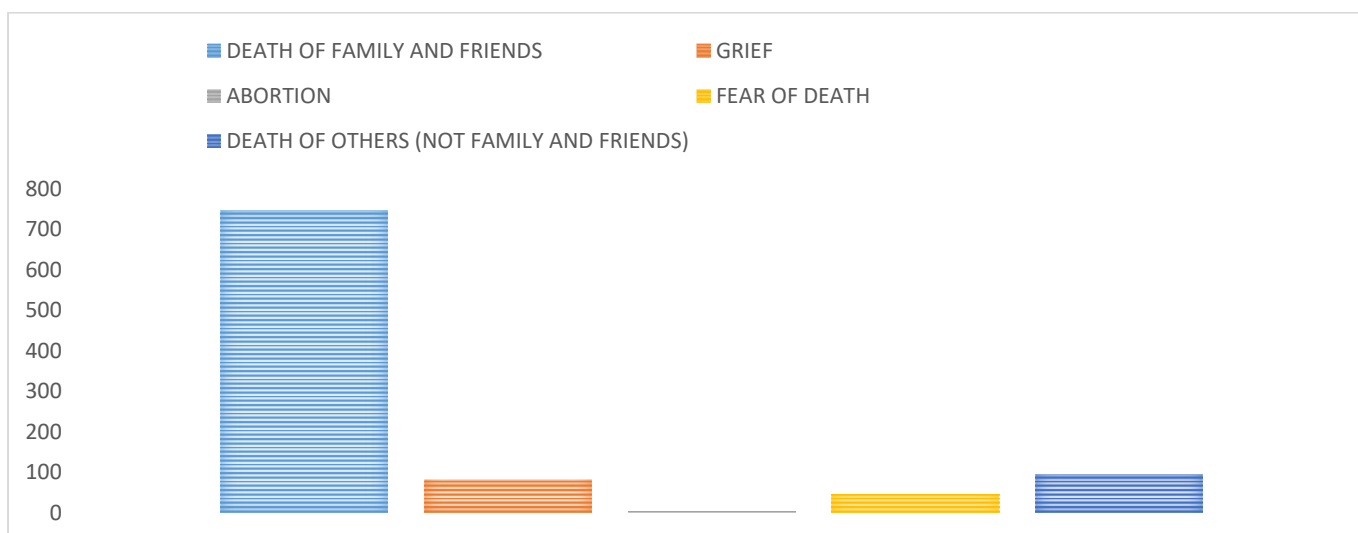

Figure I: The number of responses in each sub-category within Death

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Money:

There were 816 responses that linked to Money. There were 8 main threads that ran through the responses which became the following sub-categories 'Family', 'Housing', 'Poverty', 'Bills and Living Costs', 'Work and Income', 'Debt, 'Food' and 'Retirement'.

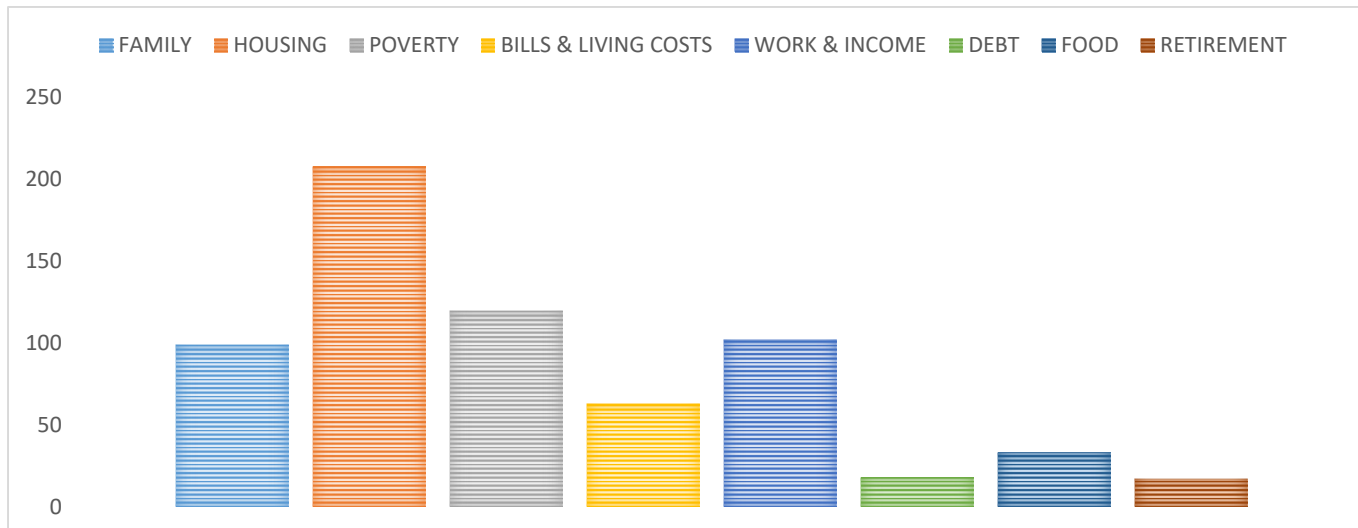The greatest number of responses was linked to Housing at 25.49%. This was followed by Poverty at 14.71%.

Figure J: The number of responses in each sub-category within Money

Loneliness:

There were 688 responses that linked to Loneliness. There were 8 main threads that ran through the responses which became the following sub-categories 'Loneliness through Death', 'Age Related Illness', 'Living Alone', 'Loneliness through Illness', 'Lack of Support', 'Lack of Partner', 'Loneliness caused by Family', 'Lack of Friendship'.

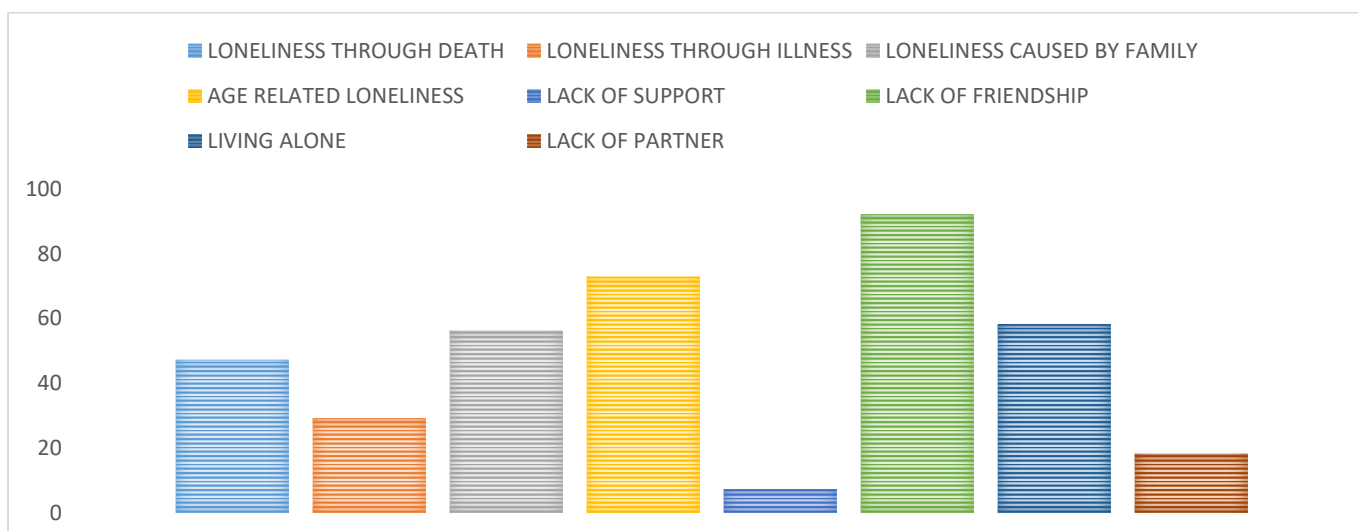The greatest number of responses was linked to Lack of Friendship at 13.37%.

Figure K: The number of responses in each sub-category within Loneliness

Other: There were 553 responses in the other category. The Other responses included 'No Hurts', 'Politics', 'Local Issues', 'Driving' and 'Faith'. The largest subcategory within Other was Local Issues with 22.6%. This was followed by Faith with 10.85%.
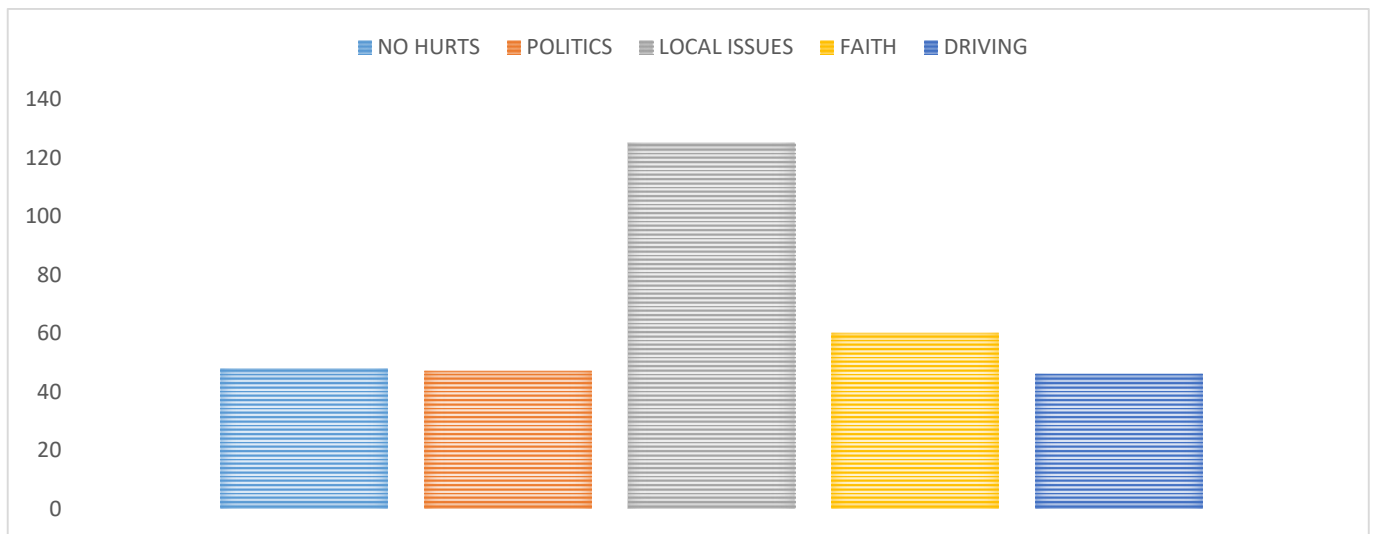

Figure L: The number of responses in each sub-category within Other

What do the results tell us?

From the results, we can see that most of the responses to the survey were linked to Relationships, Negative Emotions and Family. However, for Over 65's the largest response was that of Injustice. The least categorisations that were made were Loneliness, Money and Death. However, it is important to note at this point that the largest area of hurt is not necessarily the most urgent area of hurt we need to address. The findings of the survey are useful in telling us what areas of hurt affect the most people but the survey does not score the level of pain or the level of urgency of the individuals need. Although Loneliness, Money and Death are the needs that affect the fewest people, it may be that these are the needs which require the most help and love and support.

It is also important to consider what the most prevalent hurts are within each of these categories, as they are quite broad.

Negative Emotions

Within the category of Negative Emotions we can see that Negative Emotions Linked to Family were the most common hurt. These were responses such as, *'Worrying about my Elderly Parents'*, *'I'm finding it hard to cope with the worries that come with being a parent'* and *'Watching my children suffer from anxiety due to the pressures from school and society'*.

This was followed by Feelings about Work and Time such as *'I find work-life balance difficult to manage'* and *'Work is too stressful.'* Other issues that were raised in the category of Negative Emotions were fear and anxiety, mental health, stress, addiction, feelings about age, lack of support, sadness, anger and aggression, pressure and feelings of love and hate.

Family

The second most popular category was Family, of which Family Illness was the most common hurt. Family Illness included responses such as '*My mum has dementia and there is nothing I can do to* help' and '*I am worried about how my children are coping because I have cancer'.* After Family Illness, the next most common sub-category was parenting. These responses were either from people who were currently experiencing problems with their parenting such as '*I worry about how to keep my children safe'* or from people who have or are experiencing issues with their parent's parenting like '*My Mummy and Daddy shout at me when I am naughty. It makes me feel scared'* or '*My parents didn't show me love when I was growing up.'* There were also hurts within Family linked to money, time, death, family members hurting, absence of family, marriage, concerns over their family's future and broken relationships within families.

Relationship

Relationships was the next most common category. More than a quarter of the responses that linked to Relationships were of Unkindness. These responses ranged from people being unkind to the individual or to their friends and family as well as them witnessing others being unkind to each other. Examples of responses linked to unkindness included; '*How thoughtless and nasty people can be to each other',* '*People at work talk about me behind my back'* and '*It hurts when people are unkind to my friends.'*

The second largest thread within Relationships was Friendships. These responses related to a variety of friendship issues such as a lack of friends (e.g. '*I have no friends at school'* and '*We have just moved to a new area and I haven't made and friend yet')*, supporting friends through difficult times (e.g. '*My best friend has cancer and I am worried about her'*), and issues with existing friends (e.g. '*My friends have stopped calling me, since I became house bound'* and '*I get really upset when I argue with my friends')*.

Lastly another big issue within Relationships was lies and betrayal which highlighted issues of trust, cheating, betrayal and effects of lying. Examples of responses within lies and betrayal include '*People being untruthful and not trustworthy when I was relying on them'* and '*People are telling lies about me at work.'*

Other areas of relationship which were highlighted within the survey were arguments, selfishness, concern for other people's relationships, bullying, rejection and people treating each other with inequality.

Injustice

Injustice was the next most common categorisation. It is interesting to note also that it was the top categorisation for people aged over 65 but did not feature so prominently in other age groups.

The greatest number of responses about Injustice were that of suffering which included responses such as '*People suffering unnecessarily because of other people's actions'* and '*When I see cruelty from one person to another person.'* Within suffering there was also reference to the fire that occurred at Grenfell Tower in London during the period of time we were carrying out the survey. The next largest thread of responses within Injustice was Problems in the World which included more general responses such as '*The state of the world we live in.'*.

This was followed by responses about terrorism such as '*Terrorism and people being killed who don't deserve it'*. On the 22nd May 2017, just two weeks before we began the Listening Phase, there was a terror attack at a concert in Manchester, in which 22 people died and around 120 people were injured. There was

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another terror attack in London on the 3rd June 2017 where 8 people were killed and 48 were injured. These two events happening in such close proximity to the survey are likely to have caused an increased number of responses relating to terrorism.

Other areas of that people wrote injustices about were war, homelessness, poverty, crime, politics, local issues, inequalities, NHS, lack of care and the environment.

Physical Suffering

Nearly half of the responses about Physical Suffering were about Illness and Physical Health. The most common illness names were dementia and cancer. The responses included the individual's illness and illness of family members and friends. Examples of responses received about Physical Suffering were '*It is hard to watch my mother with dementia'* and '*I have very poor health and there is no sign of things getting any better.'* Other areas within Physical Suffering were mental health, fear about health, NHS, tiredness, being a carer, aging, pain, suffering and hurt, physical injury, additional needs and addiction.

Death

Within death there were 5 main areas; death of family and friends, grief, abortion, fear of death and death of other people who are not family and friends. Most of the responses linked to death of family and friends and examples included; '*Living with the loss of my daughter is hard. I miss her everyday'* and '*Losing a loved one and trying to find your way through'.*

Money

A quarter of the people who answered with hurts related to money linked it to housing. The responses about housing covered issues with buying a home and renting a home (*e.g. 'My children will never be able to buy their first house as house prices just keep rising)*, not having any where to live and living on the streets (e.g. '*Seeing all the homeless people living on the streets. Everyone in our society should have somewhere to live')* and issues with current housing (e.g. '*Our house is not big enough for our family but we can't afford to move anywhere larger.)*

Poverty was also a large issue within the category of money. This related to both poverty in our country and poverty abroad. Responses included '*Poverty; parents can't provide enough food for their children'* and '*Seeing people on the news from less wealthy countries who have nothing, not even food and clean water.'*

Other areas that linked to money were lack of money in family life, cost of bills and living expenses, work and income, debt, food and lack of money in retirement.

Loneliness

Loneliness was the smallest category of hurts that were reported in the survey. This could be due in part to the nature of the survey and that those who are the loneliest in society may have not been reached through the methods we used to collect information about our communities. Most people who reported loneliness did not give reasons for their hurts but of those who did the most common reported reason for loneliness was lack of friendship. Examples of responses included '*I do not human contact throughout the*

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day and no friends to call', 'I am surrounded by people who talk to me but I have no real friends and I feel incredibly lonely' and *'When you have no one to talk to about what is going on in your life'.* Other reasons for loneliness that were given were death, age-related illness, living alone, illness, lack of partner and family. There were also responses that linked loneliness to a lack of support.

Other

As well as considering the results of the categories and what aspects within them were causing people pain and hurt, it is also useful to consider the responses that did not fit easily into one of the above categories. Issues that were raised in Other included no hurts, faith, politics, local issues and driving. It is important to note that some of these subcategories overlap with the subcategories in Injustice. Some of the responses about local issues and politics highlight aspects of them which were injustice. The responses allocated to other did not include these unjust aspects. The biggest area within other was Local Issues. This subcategory included responses such as littering, local shops, bus services and vandalism. Within Politics were things like Brexit, the election and Jeremy Corbyn. This reflected the political climate at the time we carried out the survey and the General election that occurred on 8th June 2017, during the listening phase.

What are we going to do now?

The churches are now entering the second phase of the Who Cares? initiative where they respond to what they have been told by their communities. During this 'Responding Phase' the churches will look closely at their local responses as well as the overall Hampshire findings and will work to address some of the key hurts their communities are facing.

This may be done through the activities they are running already or churches may run new activities or one off sessions on different things which have been raised. The results of the survey are being shared with the local council and government and local charities who may be interested in support with these needs also.

To find out what churches are doing near you please look at the Who Cares? Hampshire website: www.whocareshampshire.org

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