



in Lancashire

Life in Lancashire Wave 11

Fieldwork 12 May – 21 June

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1 Executive Summary

This wave of the Life in Lancashire panel is about experience of crime, perceptions of safety and the Lancashire Record Office. All 2818 member of the panel were mailed one mailing and one reminder, 1783 replies were received at a response of 63%.

1.1 Crime

- One in eight of the panel (13%) have been a victim of crime in the past 12 months. Vandalism and theft are the most frequently mentioned. Three in five (61%) reported all the crimes they were victims of, while a fifth (23%) did not report any.
- Dog fouling (37%), litter (32%) and young people hanging around (27%) are considered the biggest problem in residents' local areas. Young people hanging around (31%), youths drinking (29%) and rowdy behaviour (25%) make the greatest proportion feel unsafe.
- Residents consider their vehicle is least safe when in a public car park (61%) or a private car park (41%).
- Antisocial behaviour contributes most to people feeling unsafe on public transport (42%).
- Three in ten (30%) of the panel say that crime affects their quality of life. This is not significantly different for any sub-group, but people having been a victim or witness of crime are twice as likely to consider their quality of life is affected.

Only a very small percentage (1%) reported anything to the local authority. This small proportion could give an opportunity to let people know about what aspects of crime the local authorities can help with, since the small number reporting may have been because they were unaware that they could. Further, more in-depth research such as focus groups would be useful to find out Lancashire citizens' awareness of services.

A great deal of problems are seen as significantly worse by people from an ethnic minority, people living in council or housing association housing or among social grade D or E.

Vehicle crime shows some variation by district, with Pendle residents significantly more likely to consider damage to vehicles (28%) and joy riding (19%) as problems compared to the panel overall. Rossendale residents consider theft of vehicles (19%) and theft from vehicles (21%) more of a problem. These are specific issues for this area that will need to be addressed.

2 Introduction

Lancashire County Council has used Life in Lancashire regularly since August 2001. A panel of willing participants is recruited and is approached on a regular basis to seek their views on a range of topics and themes. Panel members are voluntary participants in the research they complete and no incentives are given for completion.

The panel has been designed to be a representative cross-section of the county's population. The results for each survey are weighted in order to reflect the demographic profile of the county's population.

The panel provides access to a sufficiently large sample of the population so that reliable results can be reported at a county wide level. It also provides data at a number of sub-area and sub-group levels.

Each Life in Lancashire wave is themed. Firstly, it enables sufficient coverage on a particular topic to be able to provide insight into that topic. And secondly, it comes across better to the residents completing the questionnaires if there is a clear theme (or 2-3 clear themes) within each survey.

The panel is refreshed periodically. New members are recruited to the panel and some current members are retired on a random basis. This means that the panel remains fresh and is not subject to conditioning i.e. the views of panel members become too informed with County Council services to be unrepresentative of the population as a whole. The current panel was recruited in September 2003, so this effect should still be small.

3 Research Objectives

The research objectives for wave 11 focus on the topics of crime and the Lancashire Record Office. The main questions areas were:

- Assessing panel members' experience of crime in the last 12 months.
- Finding how safe residents feel in their neighbourhood and how much of a problem a variety of factors is in their area (eg vandalism etc).
- Investigating how safe people feel in their homes and while travelling.
- Finding out awareness of and likely usage of the Lancashire Record Office.

4 Methodology

Wave 11 of Life in Lancashire was sent to 2818 members of the panel on 12 May. A reminder was sent to non-respondents on 9 June. The fieldwork ended on 21 June 2004.

No incentive for respondents to complete the questionnaire was given. In total 1783 questionnaires were returned, giving an overall response rate of 63%.

All data are weighted by gender, age, ethnicity and district and figures are based on all respondents unless otherwise stated. The weighted responses have been scaled down to reflect the effective response of 1360, which is the equivalent size of the data if it had not been weighted and was a perfect random sample.

4.1 Limitations

The table below shows the sample tolerances that apply to the results in this survey. Sampling tolerances vary with the size of the sample as well as the percentage results.

Number of respondents	50/50 + / -	30/70 + / -	10/90 + / -
50	14%	13%	8%
100	10%	9%	6%
200	7%	6%	4%
500	4%	4%	3%
1000	3%	3%	2%
1360	3%	2%	2%

On a question where 50% of the people in a sample of 1000 respond with a particular answer, the chance are 95 out of 100 that the answer would be between 47% and 53% (ie +/- 3%), versus a complete coverage of the entire Lancashire population using the same procedure.

5 Main Research Findings

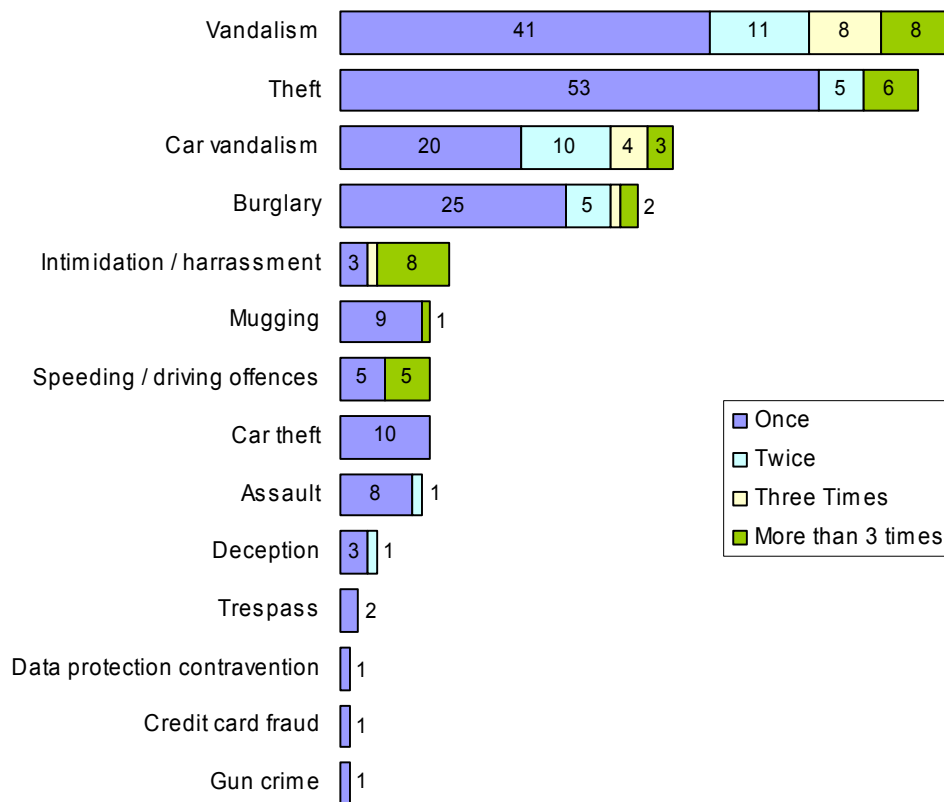
A marked up questionnaire can be found in Appendix 1.

5.1 Experience of Crime

5.1.1 Being a victim of crime

Overall, 13% of panel members say they have been a victim of crime in the past 12 months.

Chart 1 - *If you have been a victim of crime in the past 12 months, write in below the details of the crime and indicate how many times you have been a victim. If you have been a victim of more than one type of crime please write in details of ALL crimes of which you have been a victim. (Absolute values)*



Base: All respondents (Unweighted 205)

The two crimes with the most victims are vandalism and theft, with repeat offences most likely to be **vandalism**. Eight people however say they have been **harassed or intimidated** more than three times in the last 12 months.

Did you report the crime/s to the Police or your Local Authority?	
Reported it/all of them to the Police	62%
Reported only some of them to the Police	14%
Reported it/all of them to the Local Authority	-
Reported only some to them to the Local Authority	1%
Did not report it/any of them	23%

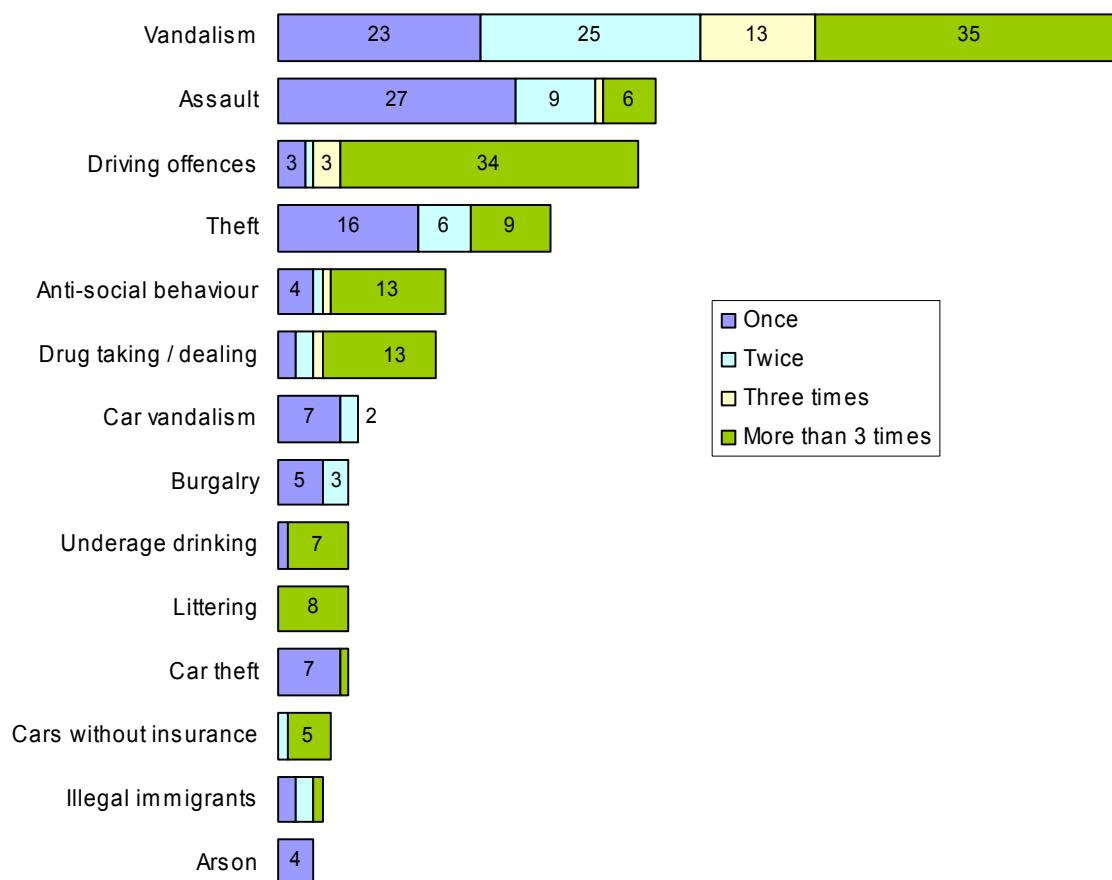
Base: All respondents (Unweighted 225, Weighted 205)

Three in five (61%) of people saying they were a victim of crime reported it to the police. Only a very small proportion reported anything to the local authority. About a quarter did not report any of the crimes.

5.1.2 Witnessing a crime

Panel members gave a wider list of crimes they had witnessed than were victims of personally. They are shown in Chart 2 below.

Chart 2 - If you have witnessed a crime in the past 12 months, write in below the details of the crime and indicate how many times you have witnessed this type of crime. If you have been a witness to more than one type of crime please write in details of ALL crimes of which you have been a witness. (Absolute values)



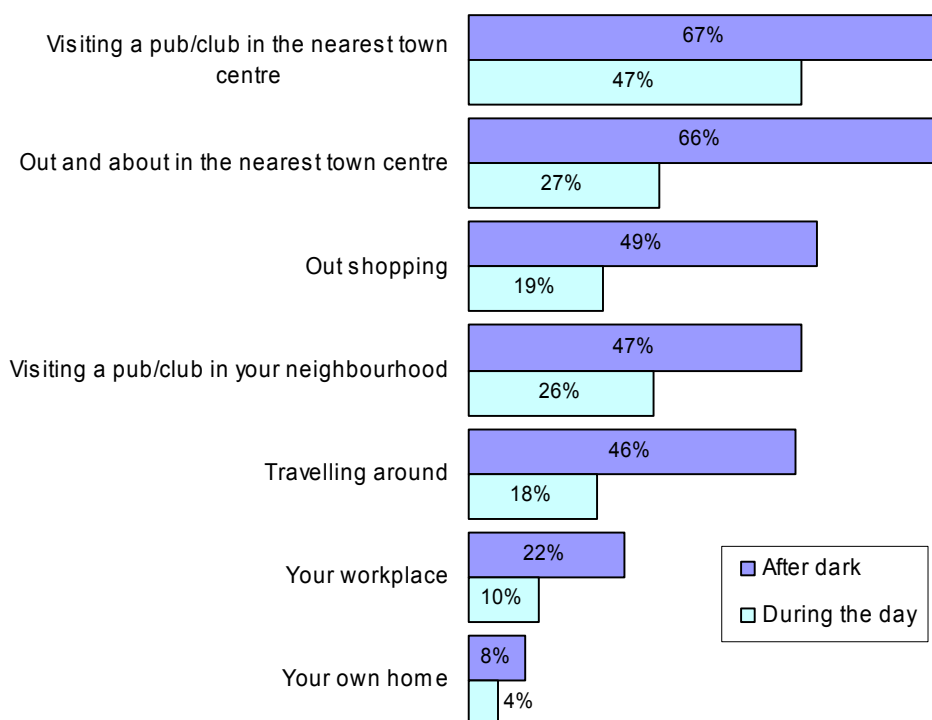
Base: All respondents (Unweighted 180)

Vandalism is again the top crime, but by a much higher margin this time. Thirty-six people say they have witnessed an **assault**, making it the second most witnessed crime. **Driving offences** are the third most seen, people mentioning speeding and driving with mobile phones particularly. **Drug taking** or **dealing** was mentioned by 18 respondents, 13 of whom say they have seen it more than three times.

5.2 Perceptions of Safety

Panel members were asked how safe they feel in a variety of situations both during the day and at night.

Chart 3 - How safe do you feel in each of the following situations during the day / after dark ? (% Feeling slightly or very unsafe)



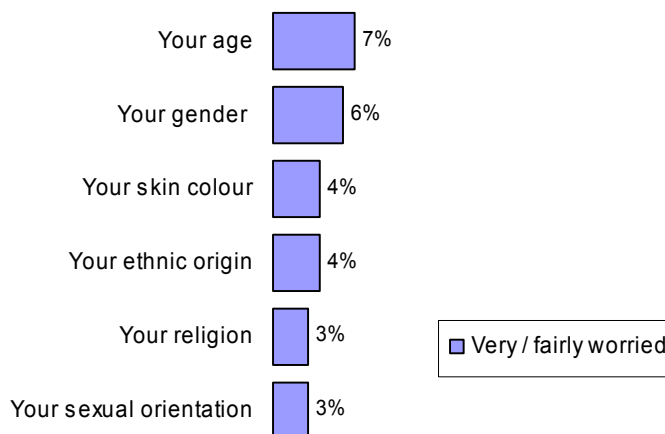
Base: All respondents (Unweighted 1654, Weighted 1318)

The most uncomfortable situation for people is when **visiting a pub or club in the nearest town centre**, particularly at night (67%). This worry is reduced significantly for people when the pub or club is in their own neighbourhood (47% at night). Panel members from ethnic minorities feel significantly less safe while **travelling** during the day (35% unsafe), whilst at night there is no significant difference. **Travelling** at night is a particular concern for women (66% feel unsafe), under 25s (70%) and Pendle residents (69%). **Shopping** after dark again shows a significant difference between men (40% unsafe) and women (55%).

The workplace and the home have the least people feeling unsafe, though the figures for people from ethnic minorities tend to be higher. At the **work place** during the day the figure is 23% unsafe for people from ethnic minorities, at night 32% and **at home** after dark 33%, four times the overall average.

The next question on perceptions of safety dealt with any personal attributes that respondents felt they might be intimidated or harassed because of. It is shown in the chart below.

Chart 4 - Whilst out walking in your neighbourhood, how worried do you feel about being intimidated or harassed due to any of the following?



Base: All respondents (Unweighted 1580; Weighted 1270)

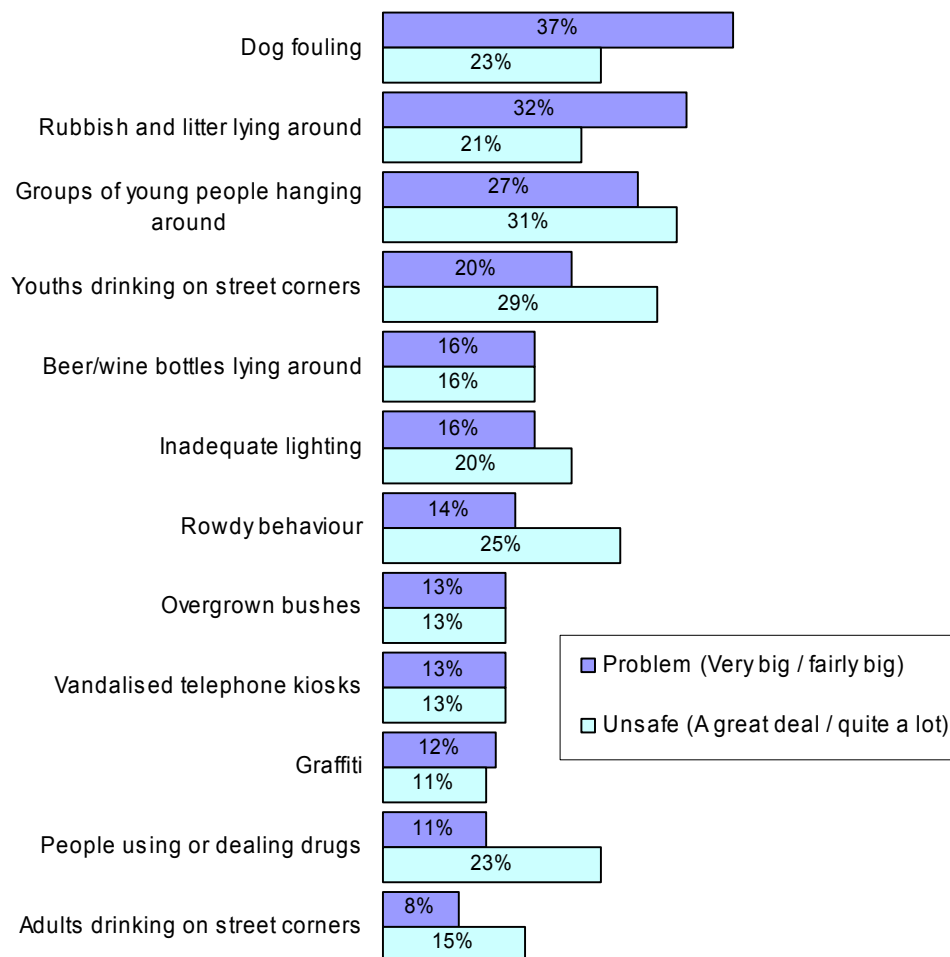
As would be expected here, there is variation by subgroup. Respondents over 60 are twice as likely to be concerned they will be intimidated due to their **age** (16% very or fairly worried). Over a quarter (27%) of panel members from ethnic minorities are very or fairly worried about intimidation because of **skin colour**. A third of people from a non-white background worry about intimidation because of **religion** (32%) and **ethnic origin** (33%). Three per cent of the panel is worried about intimidation because of **sexual orientation**. Half the panel (51%) answers that they are “not at all worried” about any of the possible options.

An open space was left for respondents to fill in any other factors that lead to them feeling worried about intimidation. Nine people mentioned their personal appearance, 18 said **walking alone at night** and 11 people mentioned a **disability**.

The next two questions gave 22 factors and asked respondents to gauge how much of a problem they were and how unsafe they feel because of it (in their neighbourhood). The 12 most mentioned factors are shown below.

Dog fouling is seen as the biggest problem (37%), **while groups of young people** (31%) and **youths drinking** on street corners make people feel most unsafe.

Chart 5 - *Thinking about the neighbourhood you live in, how much of a problem are the following? / how much do each of the following influence how unsafe you feel?*



Base: All respondents (Unweighted 1637; Weighted 1298)

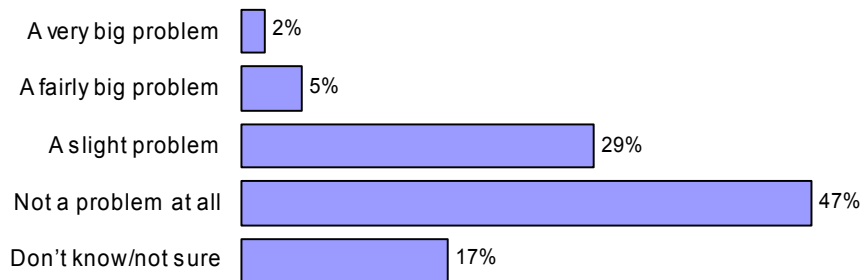
The sub-groups that consider each factor significantly more of a problem or feel significantly less safe compared to the rest of the panel are shown in the table below. Panel members aged less than 25 and from black and ethnic minority backgrounds, (BME), consider many of the factors to be more of a problem for them than the panel as a whole. This is also true of people living in Hyndburn, in housing provided by the council or a housing association and from social grades DE.

Factor	Consider more of a Problem	Feel Significantly Less Safe
Rowdy behaviour	16-24yrs, DE, Council / HA	16-24s, Burnley
Groups of young people hanging around	16-24yrs, DE, Council / HA	16-24yrs, Burnley
Homeless people		BME
Adults drinking on street corners	BME	BME
Empty/deserted buildings	16-24yrs, Pendle, Hyndburn	16-24yrs, BME, Hyndburn
Boarded/broken windows	Pendle, Hyndburn, Other tenure	Hyndburn
Abandoned/burnt out vehicles	BME, Other tenure	BME
Solvent abuse	Hyndburn, BME, Other tenure	BME
Vandalised telephone kiosks	DE, Council / HA	Council / HA, BME, DE
Rubbish and litter lying around	Burnley, Hyndburn, BME	60+yrs, Council / HA, Burnley, Disabled
Graffiti	Urban area, Council / HA	Council / HA, Burnley, BME
Youths drinking on street corners		Hyndburn
Used needles/syringes lying around	BME	BME
People using or dealing drugs	Hyndburn, BME, DE	16-24yrs, Other tenure, Hyndburn
Dog fouling		60+yrs, BME, DE
Inadequate lighting	DE	
Beer/wine bottles lying around	BME, DE	BME
Damaged street lamps	BME	BME
Stray dogs	16-24yrs, Hyndburn, BME	Council / HA
Overgrown bushes	DE	
Deliberate fire setting	Burnley, DE	Hyndburn, BME
Isolated areas	Pendle	Hyndburn, BME

Respondents were then asked whether something had happened to make them feel substance misuse has increased or decreased in the last twelve months. Eleven per cent thought it had increased. Two percent said something happened to make them think it has decreased and 87% say nothing has happened. The most common explanations given on the open question were having **seen drug taking** and **drug dealing** (27 people each), **gangs of youths** (21 people) and **seen syringes lying around** (9 people).

One in six (16%) say something has happened in the last 12 months to make them feel less safe walking around their neighbourhood. Reasons for this were invited on an open question. The reasons given most often for this are **increased gangs of youths**, (61 people), **increase in muggings** (31 people) and **litter / vandalism** (20 people).

Chart 6 - How much of a problem do you think street robbery or mugging is in your neighbourhood?

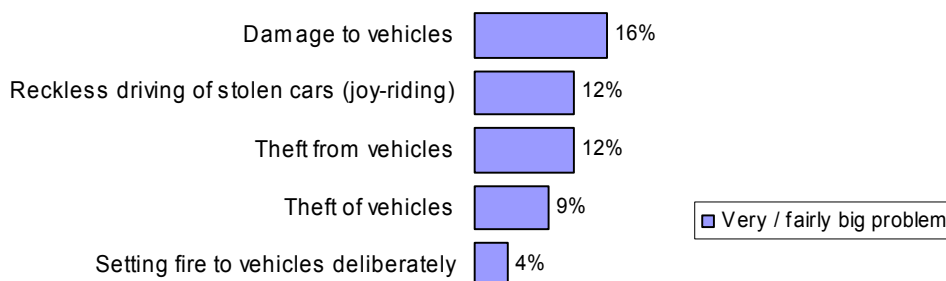


Base: All respondents (Unweighted 1714; Weighted 1345)

People from an ethnic minority were more than twice as likely to say that this was a very or fairly big problem (19%), while people from social grade AB (2%) and rural areas (3%) were the least likely.

5.3 Vehicle and Transport Safety

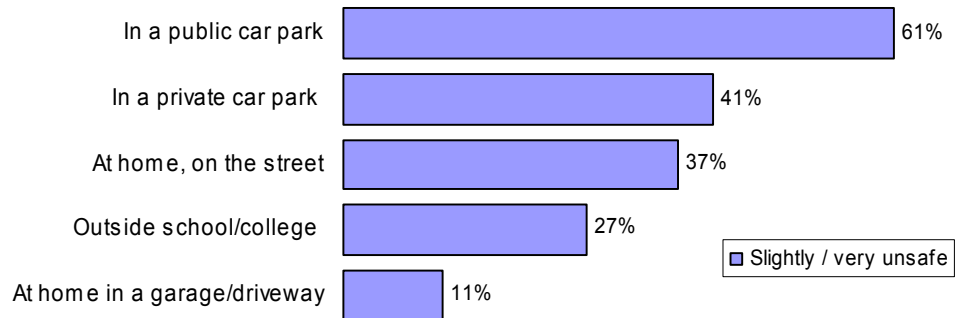
Chart 7 - In your neighbourhood, how much of a problem are the following?



Base: All respondents (Unweighted 1691; Weighted 1337)

People aged under 25, (27%), and from ethnic minorities, (29%) are more likely to consider **damage to vehicles** to be a problem. Pendle residents are significantly more likely to consider **damage to vehicles** (28%) and **joy riding** (19%) as problems compared to the panel overall. Rossendale residents consider **theft of vehicles** (19%) and **theft from vehicles** (21%) more of a problem. Safety of a vehicle by its location is shown in the chart below.

Chart 8 - How safe do you think your vehicle is when parked in the following locations?

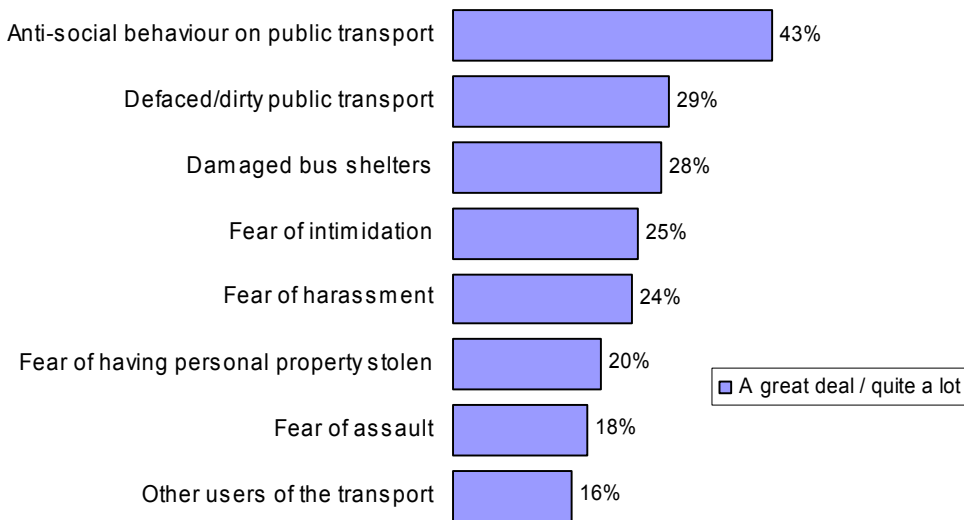


Base: All respondents (Unweighted 1595; Weighted 1253)

There were no significant differences by sub-group.

Whilst driving, the factor most contributing to people feeling unsafe is **aggressive drivers**, which over half of the panel say makes them feel quite a lot (30%) or a great deal unsafe (27%). **Speeding cars** cause nearly half the panel to feel unsafe (47% a great deal or quite a lot).

Chart 9 - Thinking about when you are travelling on public transport, how much do the following influence how unsafe you feel?



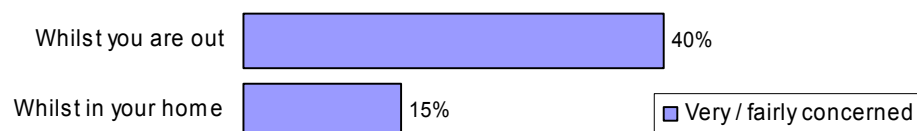
Base: All respondents (Unweighted 1645; Weighted 1304)

People from an ethnic minority background are much more likely to be worried about harassment, 40% say it influences how safe they feel a great deal or quite a lot.

Eight per cent of the panel say that something has happened in the last 12 months to make them feel less safe, while only 1% say something has happened to make them feel more safe. Forty people said that **road rage**, **bad driving** or **speeding** had made them feel less safe travelling. The next most given answer was **verbal abuse**, which 16 people said they had experienced. Of people who have felt safer, the reasons **included more guards on trains** and **CCTV** at the stations, **safety cameras** or **lower speed limits** on roads and **real time bus information**.

5.4 Safety in the home

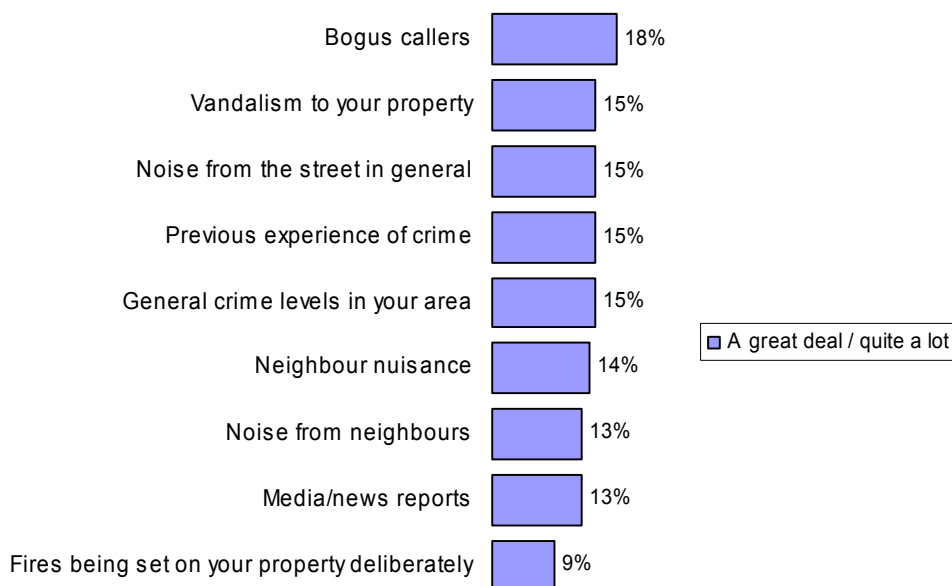
Chart 10 - How concerned are you about the security of your home in the following situations?



Base: All respondents (Unweighted 1706; Weighted 1349)

Both of these factors are significantly high amongst Pendle panel members, with safety whilst out at 51% and whilst in at 24%.

Chart 11 - How much do you feel each of the following influence how unsafe you feel in your own home?



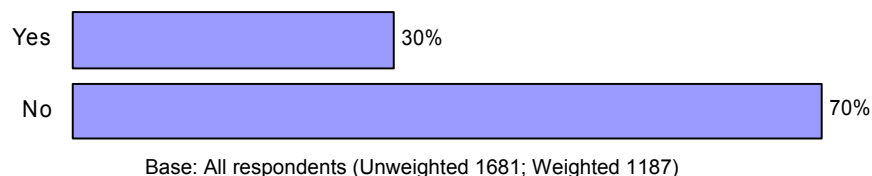
Base: All respondents (Unweighted 1668; Weighted 1324)

People aged under 25 (34% a great deal / quite a lot) and from ethnic minorities (33%) are most likely to consider that **neighbour nuisance** influences how unsafe they feel, while people over 60 consider this significantly less of a concern (9%). People from ethnic minorities are also significantly likely to be concerned about **vandalism** (35%), **noise from neighbours** (18%) and **general crime levels** (36%). People aged under 25 are particularly concerned about with both **noise from neighbours** (28%) and **noise from the street** (27%) rated significantly higher than the panel overall. A space was left for respondents to fill in their own concerns, twelve people mentioned the safety of their pets, eight mentioned gangs of youths and six said a lack of police.

Thirteen per cent of the panel say something has happened to make them feel less safe in their home in the last 12 months. The most common answer was **burglary**, which was mentioned by 51 people. The next two most mentioned were **antisocial behaviour** and **vandalism** by 37 and 31 people respectively. Two per cent said something had happened to make them feel safer, the most common answer being a **greater police presence**, given by 11 people.

The last crime questions asked the panel whether their own quality of life was affected by crime and how.

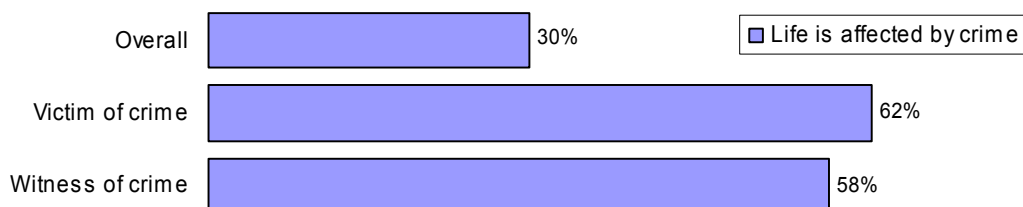
Chart 12 - And finally, do you think your own quality of life is affected by crime?



Base: All respondents (Unweighted 1681; Weighted 1187)

Perhaps surprisingly, there are no significant differences by sub-group for this question. Comparing people who have been a victim or a witness of crime gives the chart below. Having been a victim or a witness doubles the likelihood that the individual feels their life is affected, showing that crime does affect quality of life.

Chart 13 - Proportion saying their life is affected by crime



Base: All saying their life is affected by crime: Overall (494 UW, 403 W); Victim (184 UW, 172 W); Witness (182 UW, 176 W)

Respondents who had said their life was affected by crime were asked in what way. The most common way was that people were more worried when **out at night**, given by over a hundred people. The next most common ways were people saying they felt **vulnerable** or **lacking in freedom**, (60 respondents) and **fear of theft**, (56 people).

6 Summary

6.1 Crime

- Overall, 13% of panel members say that they have been a victim of crime in the past 12 months.
- Vandalism and theft are the most common crimes respondents have been the victims of. Three in five (61%) people reported all the crimes they suffered to the police. Over a fifth (23%) did not report any.
- Vandalism is by far the most common crime that respondents say they have witnessed.
- Panel members feel most unsafe when visiting a pub or club in the nearest town centre and when just out and about in the nearest town centre both during the day and at night.
- Dog fouling (37%), litter (32%) and young people hanging around (27%) are considered the biggest problem in residents' local areas. Young people hanging around (31%), youths drinking (29%) and rowdy behaviour (25%) make the greatest proportion feel unsafe.
- Street robbery or mugging is considered a very or fairly big problem by 7% of the panel.
- Residents consider their vehicle is least safe when in a public car park (61%) or a private car park (41%).
- Antisocial behaviour contributes most to people feeling unsafe on public transport (42%).
- Four in ten (40%) of panel members say they are very or fairly concerned about the security of their home whilst they are out. One in six (15%) are concerned when they are in.
- Three in ten (30%) of the panel say that crime affects their quality of life. This is not significantly different for any demographic sub-group, but victims and witnesses of crime are twice as likely to say it has an affect.

7 Recommendations

7.1 Crime

Three in ten people (30%) on the Life in Lancashire panel feel that crime affect their life in some way. This is similar to the Opinion! panel research from Lancashire Constabulary which put the figure at 36%. The main ways that crime affect people are when out at night, feeling more vulnerable and through fear of theft. People having been a victim or witness of crime are twice as likely as the panel overall to consider their quality of life is affected.

This compares with just one in eight (13%) of the panel who say they have actually been a victim of crime in the last 12 months, (11% on the Opinion! research). The most common ways are either vandalism or theft. Most people reported these crimes to the police (74%) or did not report them at all (23%). Only a very small percentage (1%) reported anything to the local authority, though this did include the only case of a bogus caller, possibly reported to Trading Standards. This small proportion could give an opportunity to let people know about what aspects of crime the local authorities can help with, since the small number reporting may have been because they were unaware that they could. Further, more in-depth research such as focus groups would be useful to find out Lancashire citizens' awareness of such services. Decisions would need to be made on whether or not to publicise the services that Lancashire County Council provide and how they can help – do we want more people to use them?

People from an ethnic minority are much more likely to feel worried about intimidation because of the colour of their skin or religion, but this also translates into other factors of life. Panel members from an ethnic minority are significantly more likely to consider mugging to be a problem compared to the panel overall for example. This is also true of the factors that are a problem or cause people to feel less safe. A great deal of these problems are seen as significantly worse by people from a ethnic minority, people living in council and housing association housing or among social grades D or E. These differences need further investigation, are these actually higher for these groups or is this just perceptual? Either way, how can this be improved?

Vehicle crime shows some variation by district, with Pendle residents significantly more likely to consider damage to vehicles (28%) and joy riding (19%) as problems compared to the panel overall. Rossendale residents consider theft of vehicles (19%) and theft from vehicles (21%) more of a problem. These are specific issues for this area that will need to be addressed. Public and private car parks are seen as the least safe places to leave a vehicle across all areas. Security needs to be improved here. For Lancashire County Council, improvement is likely to involve planning and

street lighting. For district councils, greater security in car parks they control will be important. Antisocial behaviour causes most people to feel unsafe on public transport. Initiatives to reduce this might encourage more people to use public transport.

8 Appendix

8.1.1 Socio-Economic-Group Definitions

These groups are based on Market Research Society definitions and on the respondent. They are graded as A, B, C1, C2, D and E.

Group A

- Professional people, very senior managers in business or commerce or top-level civil servants.
- Retired people, previously grade A, and their widows

Group B

- Middle management executives in large organisations, with appropriate qualifications
- Principle officers in local government and civil service
- Top management or owners of small business concerns, educational and service establishments
- Retired people previously grade B, and their widows

Group C1

- Junior management, owners of small establishments, and all others in non-manual positions
- Jobs in this group have very varied responsibilities and educational requirements
- Retired people, previously grade C1, and their widows

Group C2

- All skilled manual workers, and those manual workers for responsibility for other people
- Retired people, previously grade C2, with pensions from their job
- Widows, if receiving pensions from their late partner's job

Group D

- All semi skilled and unskilled manual workers, and apprentices and trainees to skilled workers
- Retired people, previously grade D, with pensions from their late job
- Widows, if receiving pensions from their late partner's job

Group E

- All those entirely dependant on the state long term, through sickness, unemployment, old age or other reasons
- Those unemployed for a period exceeding six months (otherwise classified on previous occupation)
- Casual workers and those without a regular income

8.1.2 Marked Up Questionnaire