

# **Living in Lancashire Wave 29 survey**

## **Youth Offending Team**

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## 1 Executive Summary

This wave of the Living in Lancashire panel looked at people's knowledge of the Youth Offending Team (YOT) and perceptions of crime and anti-social behaviour in the local area. The survey was sent by email or by post to all 2,433 members of the panel on 9 June and the fieldwork ended on 16 July 2010. In total 2,073 questionnaires were returned, giving an overall response rate of 85%.

### 1.1 Key findings

- Public knowledge of the YOT is limited. Over half of respondents haven't heard of the YOT (54%) and, of those that have, around half don't know very much about it (53%). Respondents with children are more likely to have heard of the YOT.
- Two thirds of respondents didn't know that the YOT is a part of Lancashire County Council (65%). For many of the questions the most common response is 'don't know'.
- The most common sources of information about the YOT are local newspapers (35%), from family, friends or neighbours (25%) and through information from the county council (20%).
- Knowledge of services provided by the YOT is limited with less than half of respondents thinking the YOT provides many of the services that it does. However, knowledge about services is greater among those who have heard of the YOT.
- Respondents think the YOT is most effective at helping young people find somewhere to live and getting young people back into education and training, and least effective at helping young people before they commit an offence. However, many respondents don't have an opinion.
- Respondents' top priorities for the YOT are helping young people before they commit an offence (67%) and stopping young people re-offending (60%).
- Respondents think the YOT is working with the right organisations, such as the police, probation service and social work service.
- The majority of respondents don't know whether the YOT has made a difference in their local area (75%). Respondents living in council or housing association properties are more likely to think the YOT has had a positive effect on their area (20%).
- Over half of respondents don't know whether the YOT does a good job (58%). However, more people think it has had a positive effect in their area than a negative one (17% versus 6%).
- Despite the fact that many people don't know a lot about the work of the YOT, only a third of respondents (34%) are interested in knowing more. The services that respondents would most like to know more about are

engaging young people in positive activities (55%) and engaging young people in employment and training (48%).

- Respondents would prefer to hear about the work of the YOT through local newspapers (61%), information from the county council (53%) and posters around the local area (35%). Respondents with children are more likely to want to hear about the YOT through schools (47%).
- Over two fifths of respondents think that the amount of crime in their local area is about the same as two years ago (44%).
- When asked what they based their opinion of the level of crime on, the most common response was local newspapers (62%) followed by responses based on experience (information from other people 48%, personal experience 34% and experiences of relatives and friends 33%).
- The most commonly perceived problem in local areas is groups of young people hanging around (54%). Respondents in east Lancashire are more likely to identify drug dealing and usage as a problem (46%), especially Pendle (61%).
- On the whole, respondents view young people in a positive light, especially thinking that most young people are law abiding and responsible.
- According to respondents, the main aim of the Youth Justice System in dealing with young offenders should be to rehabilitate them by giving them help and support to try and change their behaviour (45%).

## 1.2 Recommendations

The main issue raised by the survey is the lack of knowledge about the YOT and its work. This is particularly a problem with males, over 60s, disabled respondents, respondents not in employment and respondents without children. While targeting information to these groups to improve perceptions of young people might seem like a good idea, efforts will be less effective as over half of respondents, in particular males, don't want to know more about the YOT.

Knowledge of the YOT is greater among respondents with children. This is encouraging as, while the message of the YOT may not be reaching the wider population, those that the YOT's services are most relevant to are more aware of its work, though there are still improvements that can be made through targeting information through schools.

Respondents that have heard of the YOT are more likely to know about the services it provides and to think it provides those services effectively. However, there are still large proportions of respondents who answer don't know for many questions. More information needs to be targeted through the channels that are currently most effective especially local newspapers and information direct from the county council (through leaflets for example). The

information most important to communicate is around engaging young people in positive activities and in employment and training as these are the areas of most interest to respondents.

The YOT needs to keep helping young people before they commit an offence as a key priority and communicate better the service it provides in this area. This was the service that fewest people think the YOT is effective at, even when considering only those who have heard of the YOT. The other top priority for the YOT, according to respondents, should be stopping young people reoffending.

The YOT should consider working more with businesses and victim support services (or should better publicise the work that it does with these groups) as more respondents think they should work with them than currently work with them.

As many people are unaware of the YOT and therefore answered don't know for many questions, a lot of the results presented here are based on a minority of panel members. A survey targeted at service users may produce some more useful results.

## **2 Introduction**

Lancashire County Council has used Living in Lancashire regularly since August 2001 (formerly known as Life in Lancashire). 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 wave of Living in Lancashire 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 representative of the population as a whole.

## **3 Research Objectives**

The objective of this survey is to look at people's knowledge of the Lancashire Youth Offending Team (YOT) and its work. Questions looked specifically at:

- how much respondents know about the YOT and the services it provides;
- how effective the YOT is; and
- general views on crime and anti-social behaviour.

## 4 Methodology

This wave of Living in Lancashire research was sent to 2,433 members of the panel on 9 June. A reminder was sent on 30 June, with a final closing date of 16 July.

The survey was conducted through a postal questionnaire, and an online version of the same questionnaire was emailed to members who had previously requested to take part online. The postal questionnaire was sent to 1,874 members and the online questionnaire was sent to 559 members. Where members didn't respond to the online questionnaire they were sent a paper reminder.

In total 2,073 questionnaires were returned, giving an overall response rate of 85%.

All data are weighted by age, ethnicity and district to reflect the Lancashire overall population, and figures are based on all respondents unless otherwise stated. The weighted responses have been scaled to match the effective response of 1,448, 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%
2000	2%	2%	1%

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

The following table shows what the percentage differences between two samples on a statistic must be greater than, to be statistically significant.



Size of Sample A	Size of Sample B	50/50	70/30	90/10
100	100	14%	13%	8%
100	200	12%	11%	7%
500	1000	5%	5%	3%
2000	2000	3%	3%	2%

(Confidence interval at 95% certainty for a comparison of two samples)

For example, where the size of sample A and sample B is 2000 responses in each and the percentage result in each group you are comparing is around 50% in each category, the difference in the results needs to be more than 3% to be statistically significant. This is to say that the difference in the results of the two groups of people is not due to chance alone and is a statistically valid difference (e.g. of opinion, service usage).

For each question in the survey, comparisons have been made between different sub-groups of respondents (e.g. age, gender, disability, ethnicity, geographic area) to look for statistically significant differences in opinion. Statistically valid differences between sub-groups are described in the main body of the report.

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

## 5 Main Research Findings

The Lancashire Youth Offending Team's (YOT) priorities are to prevent young people from entering the youth justice system and prevent re-offending. If a young person is involved in anti-social and criminal behaviour the YOT aims to work with the young person, their family or carer and with other professionals to support the young person. The aim of the team's work is to create safer and better communities.

The questionnaire looked at how much people know about the YOT and the services it provides and how well they think the YOT works. Respondents were also asked their views on crime and anti-social behaviour in general.

### 5.1 Knowledge of the Youth Offending Team

Respondents were asked whether they have heard of the YOT. Around two fifths of respondents have (43%) but over half haven't (54%) heard of the YOT.

**Chart 1 - Have you ever heard of the Youth Offending Team (YOT)?**

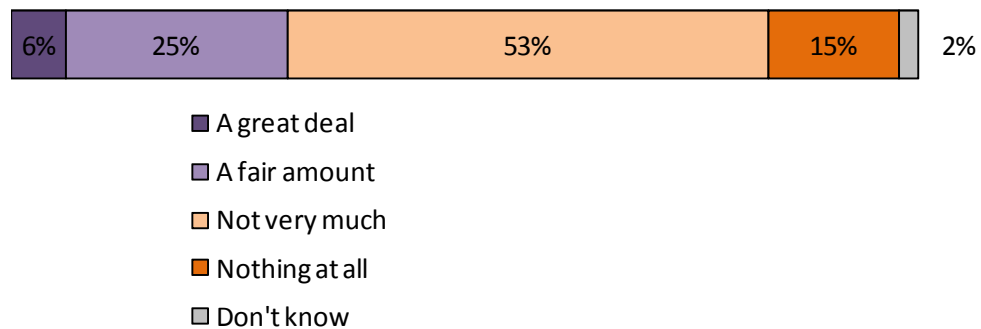


Base: All respondents (unweighted 2025, weighted 1494)

Respondents with children are more likely to have heard of the YOT (54%). The groups that are less likely to have heard of the YOT are the over 60s (24%), males (35%), respondents with a disability (35%) and respondents that aren't in full or part time employment (32%).

Respondents that have heard of the YOT were then asked how much they know about it. Over half of respondents said they don't know very much (53%) and 15% know nothing at all.

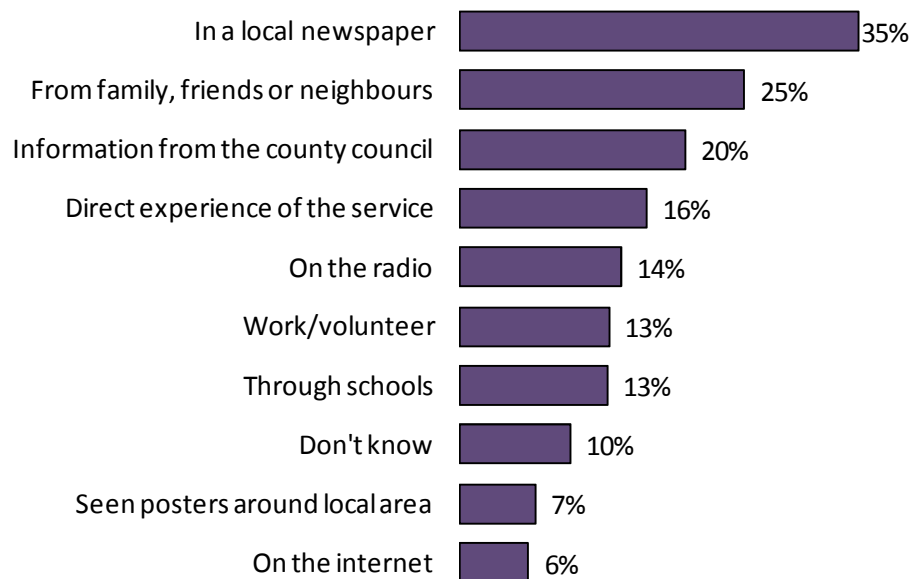
**Chart 2 - How much would you say you know about the YOT?**



Base: Respondents who have heard of YOT (unweighted 880, weighted 715)

The most common sources of information about the YOT (for those who have heard of it) are local newspapers (35%), from family, friends or neighbours (25%) and through information from the county council (20%). While the other options were provided for respondents to select, hearing about the YOT through work or volunteering was selected unprompted by over one in ten respondents (13%).

**Chart 3 - From which of the following sources have you heard about the YOT?**

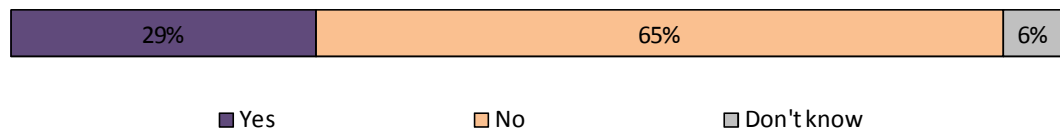


Base: All respondents (unweighted 849, weighted 694)

Respondents with children are more likely to hear about the YOT through direct experience of the service (23%) and through schools (17%). Respondents from west Lancashire districts are more likely than those from east Lancashire to say they got information from the county council (23% compared to 15%).

Two thirds of respondents didn't know that the YOT is a part of Lancashire County Council (65%).

**Chart 4 - Did you know that the YOT is a part of Lancashire County Council?**



Base: All respondents (unweighted 2048, weighted 1509)

Respondents with children are more likely to know that the YOT is part of Lancashire County Council (38%). Respondents over 60 and respondents who aren't in full- or part-time employment are less likely to know (18% and 23% answered yes respectively).

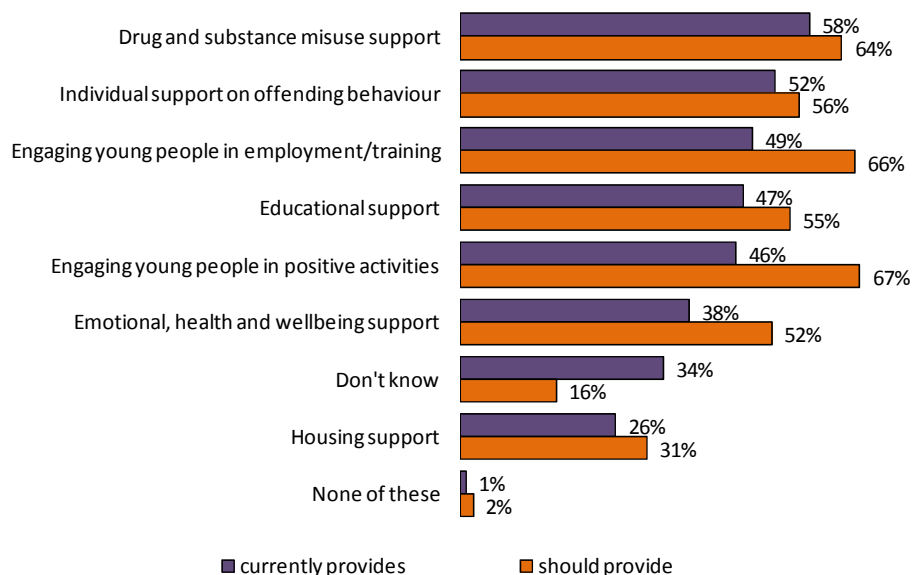
## 5.2 The work of the Youth Offending Team

Respondents were asked which services they think the YOT currently provides and which services they think it should provide. The most common services that respondents think are currently provided by the YOT are drug and substance misuse support (58%), individual support on offending behaviour (52%) and engaging young people in employment and training (49%). Around a third of respondents don't know which services the YOT provides (34%).

The most common service the YOT should provide, according to respondents, is engaging young people in positive activities (67%). Drug and substance misuse support (64%) and engaging young people in employment and training (66%) were also thought by many respondents to be services the YOT should provide (in line with what they think they do provide).

In fact, the YOT provides all of the services listed so there are clearly some services which could be better publicised. The biggest differences in response between services the YOT does provide and should provide are for engaging young people in positive activities, engaging young people in employment and training and emotional, health and wellbeing support so perhaps these services should be given more importance or be better publicised.

**Chart 5 - a) Which of the following services, if any, do you think the YOT provides to young people in Lancashire? b) Which of the following services do you think it should provide?**



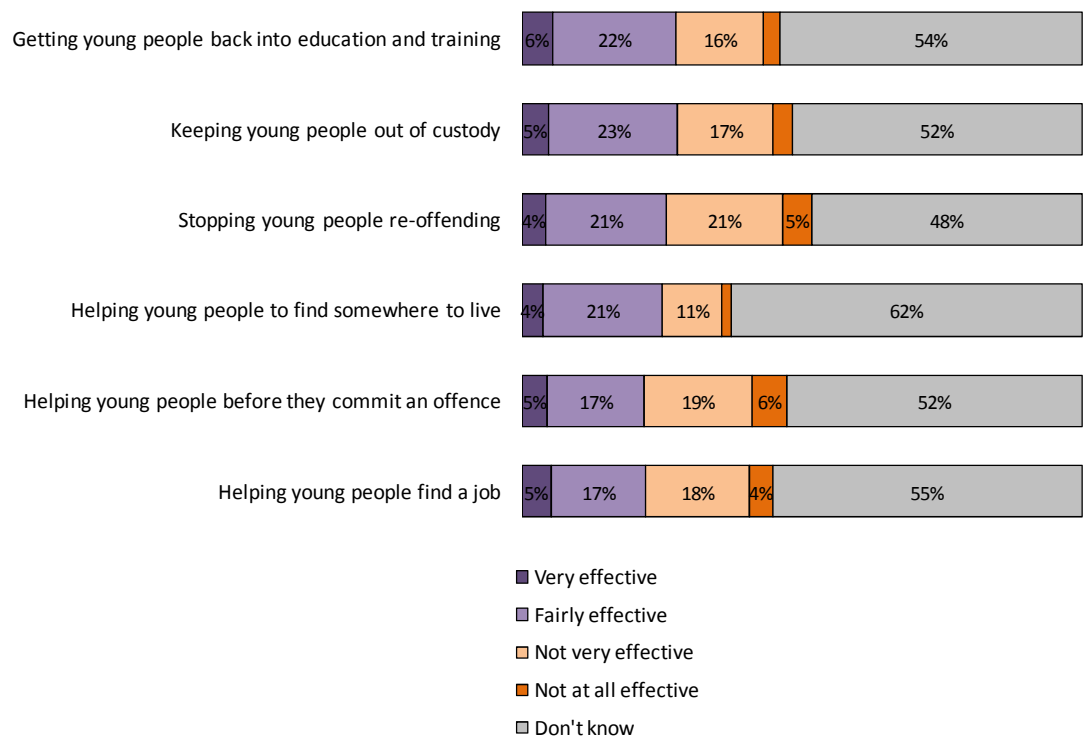
Base: All respondents (unweighted 1800, weighted 1322)

When considering only respondents who have heard of the YOT, knowledge of services is better. There is an increase of around 20 percentage points in the proportion who think the YOT provides each service (e.g. 80% for drug and substance misuse support from respondents who have heard of the YOT compared to 58% for all respondents). There is also a 20 point decrease in the proportion of respondents who don't know which services are provided (down to 11%). The proportion of respondents who think the YOT should provide each service also increases.

In line with previous questions, over 60s, respondents with a disability and those without children under 18 are more likely to be unsure of current service provision (46%, 43% and 36% respectively). Males and disabled respondents are less likely to have a view on services the YOT should provide (20% and 21% don't know respectively).

When asked how effective the YOT is in achieving positive outcomes for young people, around half of respondents don't have an opinion on each statement.

**Chart 6 - How effective do you think the YOT is in doing each of the following things?**



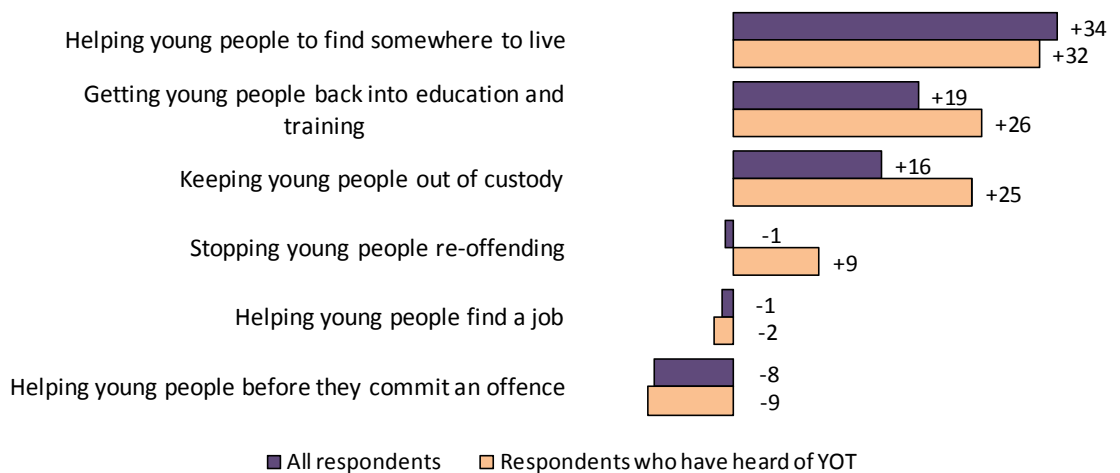
Base: All respondents (unweighted 1896, weighted 1411)

Respondents living in council or housing association property are more likely to think that the YOT is effective at keeping young people out of custody (45% very or fairly effective).

The chart below shows the net effectiveness of the YOT for each statement (very and fairly effective responses minus not very and not at all effective responses, excluding 'Don't know' responses).

Respondents think the YOT is most effective at helping young people find somewhere to live (+34) and getting young people back into education and training (+19) and least effective at helping young people before they commit an offence (-8).

**Chart 7 - Net effectiveness of the YOT**

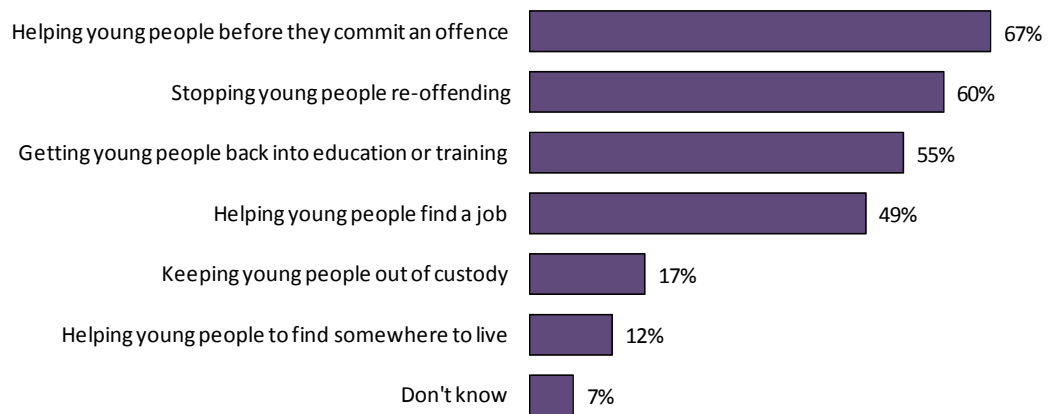


Base: All respondents (unweighted 1896, weighted 1411), respondents who have heard of YOT (unweighted 731, weighted 617)

Also shown is the net effectiveness considering only the respondents who have heard of the YOT. For several of the services, the net effectiveness is significantly greater for those that have heard of the YOT than for all respondents.

The two highest priorities for the YOT, according to respondents, should be helping young people before they commit an offence (67%) and stopping young people re-offending (60%). This fits with the response to the previous question as these were two of the areas that respondents considered the YOT least effective at.

**Chart 8 - What should be the most important priorities for the YOT?**



Base: All respondents (unweighted 2035, weighted 1502)

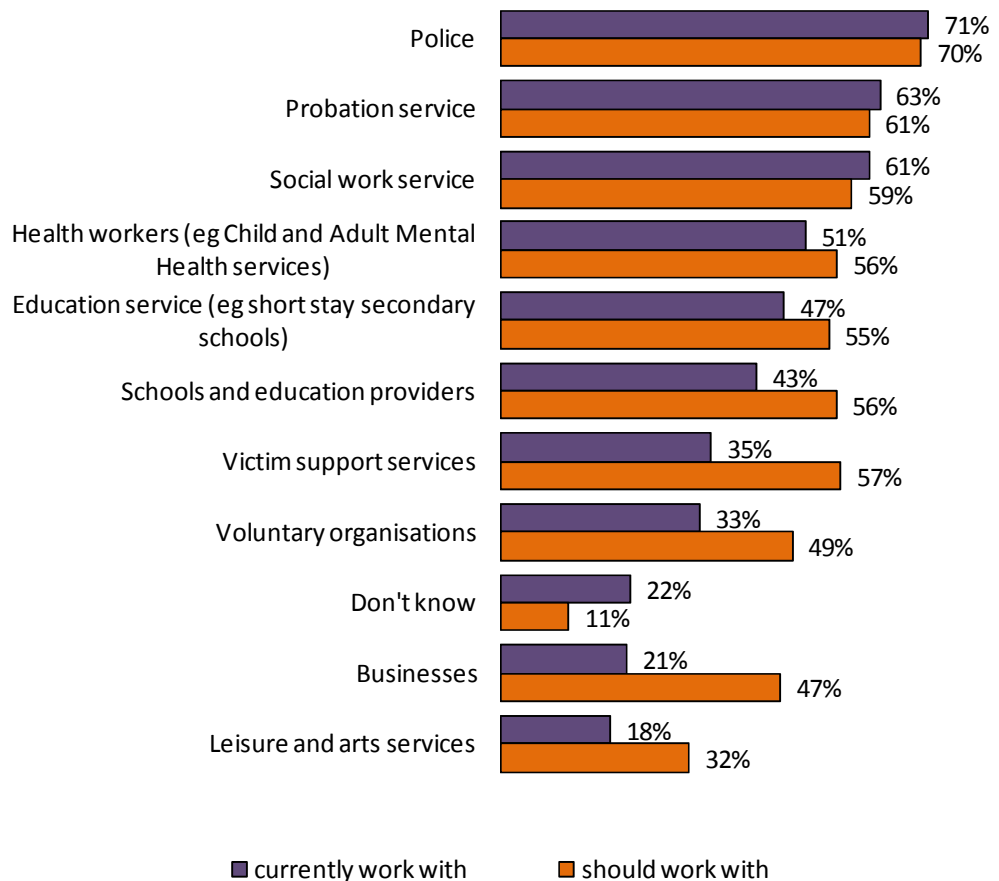
Respondents over the age of 60 are more likely to think that a key priority for the YOT should be helping young people find a job (60%).

The three most common responses were the same when respondents were asked which organisations they think the YOT currently works with and which ones they think it should work with: the police (71% and 70% respectively), probation service (63% and 61% respectively) and social work service (61% and 59% respectively).

The biggest differences in response between the two questions were for businesses and victim support services with more people thinking they should work with them than currently do.



**Chart 9 - a) Which of the following organisations do you think the YOT works with when helping young people? b) Which organisations do you think the YOT should work with?**



Base: All respondents (unweighted 1879, weighted 1410)

Knowledge of who the YOT works with and perceptions of who they should work with are higher when respondents have heard of the YOT (6% and 4% don't know respectively).

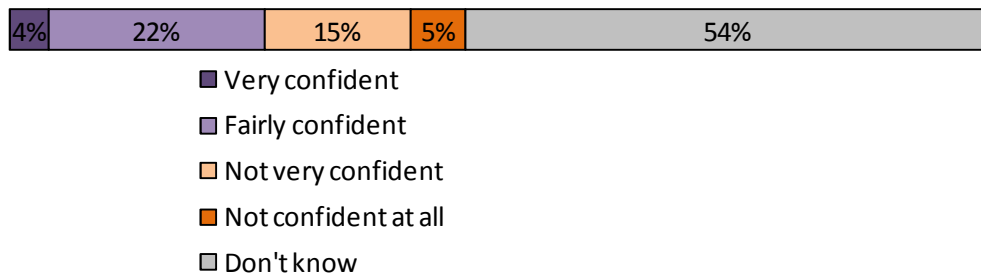
The groups more likely to say they don't know which organisations the YOT currently works with are respondents over 60 (30%), males (27%), disabled respondents (27%) and respondents without children (26%). Respondents in socio-economic groups AB and C1 are more likely to think the YOT currently works with the education service (53% and 51% respectively).

Males and disabled respondents are also more likely to answer don't know when asked which organisations the YOT should work with (15% for both).

### 5.3 Perceptions of the usefulness of the Youth Offending Team

When asked how confident respondents were that the YOT understands the issues in their local area, over half said they don't know (54%). Opinion was divided for those that did have an opinion (26% very or fairly confident and 20% not very or not at all confident).

**Chart 10 - How confident are you that the YOT understands the issues that affect your local area?**



Base: All respondents (unweighted 1987, weighted 1468)

When considering only respondents who have heard of the YOT, the response was more positive with two fifths of respondents confident that the YOT understands the issues affecting their local area (41%).

Male respondents and those with a disability are more likely to say they aren't confident that the YOT understands issues in their local area (24% not very or not at all confident for both).

Respondents who aren't confident that the YOT understands the issues affecting their local area were asked why they aren't confident. This was an open question and many different responses were received but three responses stood out: that they were not aware of the YOT (32%), that youths continue to hang around (14%) and that re-offending continues (12%).

**Table 1 - Please tell us why you aren't confident that the YOT understands the issues that affect your local area**

Not aware of YOT	32%
Youths continue to hang around	14%
Re-offending continues	12%
Believe YOT have resources available	6%
We have little trouble	5%
YOT inadequate	5%
Too much rights of youths (offenders), not caring about victims	4%
Youth's problems too big to sort	4%
Problems not dealt with at time (police don't come out)	4%
Own experience	3%
Have seen improvements / not as much trouble	3%
Drink and drugs easily available	3%

The majority of respondents don't know whether the YOT has made a difference in their local area (75%). More people say it has had a positive rather than a negative effect in their local area (7% versus 1%), though one in six say it has made no difference at all (16%).

**Chart 11 - Do you think that the YOT has made a difference in your local area?**



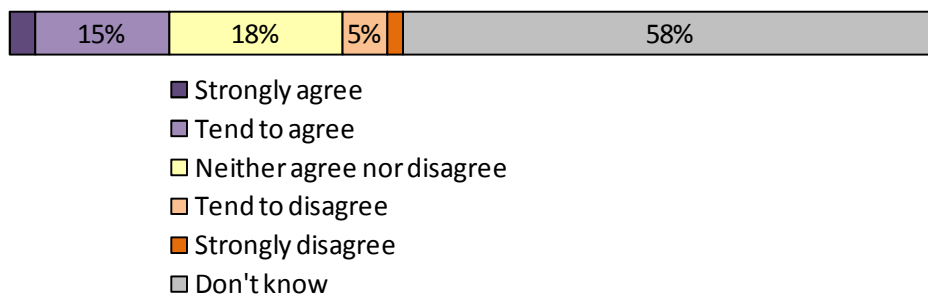
- Yes, it has had a positive effect
- Yes, it has had a negative effect
- No, it has made no difference
- Don't know

Base: All respondents (unweighted 2003, weighted 1483)

Respondents living in council or housing association properties are more likely to think that the YOT has had a positive effect on their area (20%). Male respondents are more likely to say that the YOT has made no difference to their local area (21%).

When asked whether the YOT does a good job, many respondents answered that they don't know (58%) though again there is more agreement than disagreement (17% versus 6%).

**Chart 12 - How much do you agree or disagree with the following statement? Overall the Lancashire Youth Offending Team does a good job.**



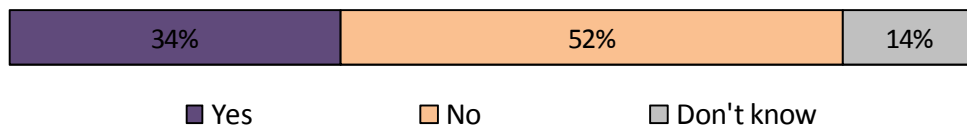
Base: All respondents (unweighted 2013, weighted 1487)

Unsurprisingly, respondents who think that the YOT has made a positive difference to their area are more likely to agree that the YOT does a good job (93% agree).

## 5.4 Increasing knowledge about the Youth Offending Team

Despite the fact that many respondents haven't heard of the YOT and don't know a lot about its work, only a third of respondents (34%) are interested in knowing more. Over half of respondents (52%) said they don't want to know more about the YOT.

**Chart 13 - Would you like to know more about the work of the YOT?**

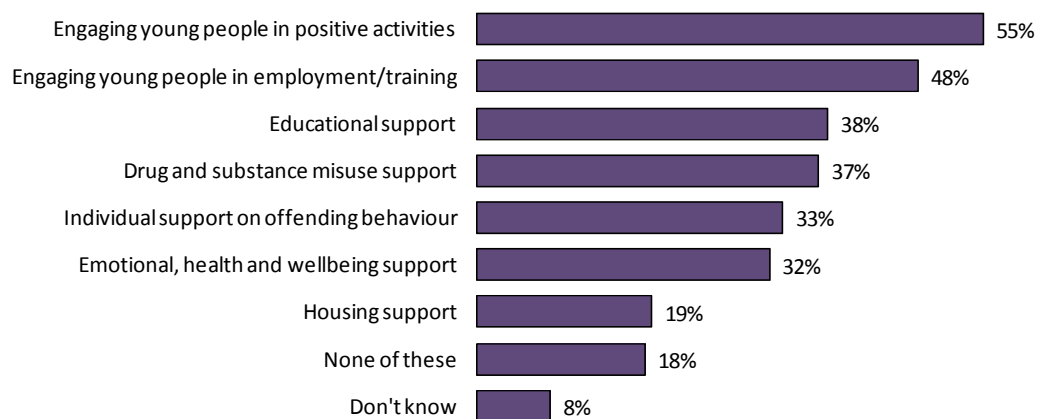


Base: All respondents (unweighted 1977, weighted 1467)

It is women who are more likely to want to know more about the YOT's work (39%).

The services respondents would most like to know more about are engaging young people in positive activities (55%) and engaging young people in employment and training (48%). There is least interest in housing support services (19%).

**Chart 14 - Which of the following services for young people, if any, would you like to have more information about?**

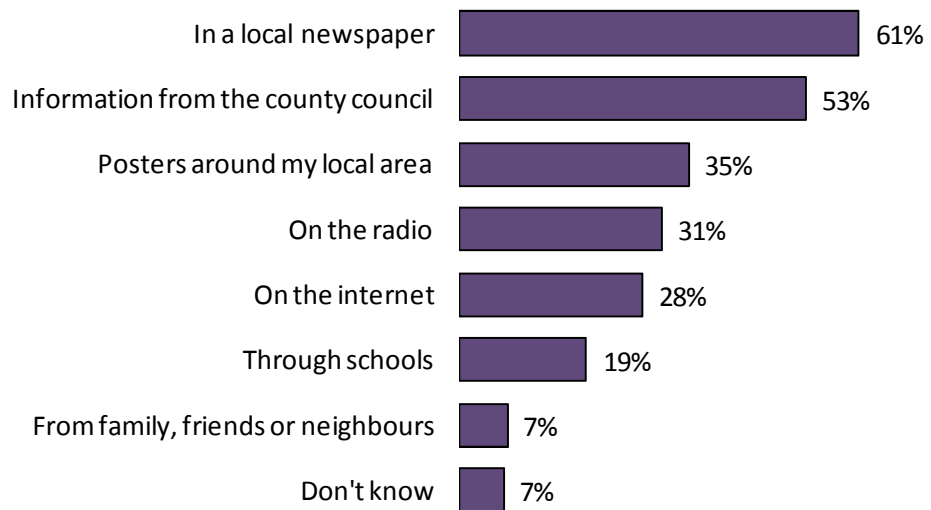


Base: Respondents who want to know more about YOT (unweighted 954, weighted 703)

Respondents in east Lancashire districts are more likely to want information on drug and substance misuse support (42%) and housing support (25%). Respondents with children are more likely to want information on engaging young people in employment and training (64%) and emotional, health and wellbeing support (45%).

Respondents would like to hear about the work of the YOT through local newspapers (61%), information from the county council (53%) and posters around the local area (35%).

**Chart 15 - How would you prefer to hear about the work of the YOT?**



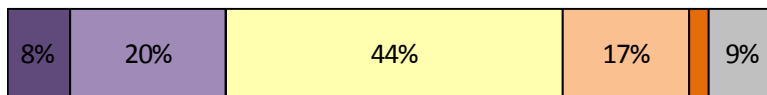
Base: Respondents who want to know more about YOT (unweighted 981, weighted 723)

Respondents with children are more likely to want to hear about the YOT through schools (47%).

## 5.5 Crime and anti-social behaviour

Respondents were then asked some more general questions about crime and anti-social behaviour. They were asked first about how the level of crime has changed in their local area over the past two years. Over two fifths of respondents said that the amount of crime is about the same as two years ago (44%). Around three in ten respondents think there is more crime (29%) while only a fifth of respondents think there is less crime (19%).

**Chart 16 - Thinking about crime in your local area, do you think there is more or less crime than two years ago?**

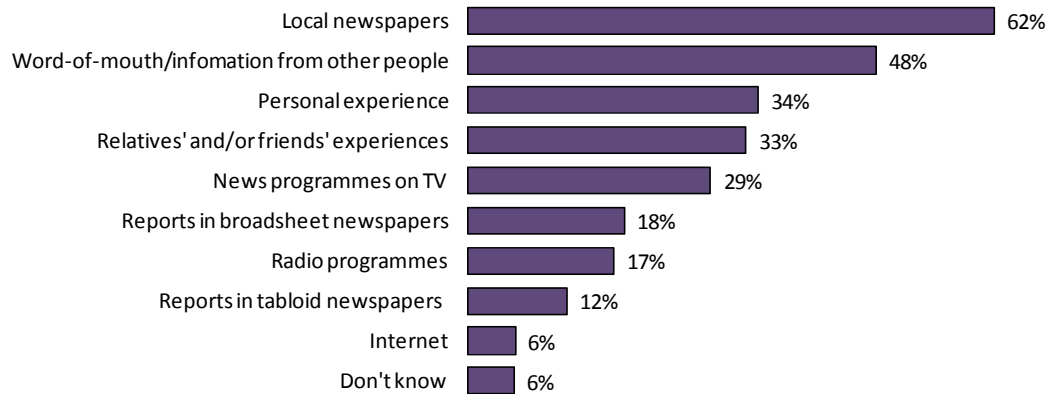


- A lot more crime
- A little more crime
- About the same amount of crime
- A little less crime
- A lot less crime
- Don't know/no opinion

Base: All respondents (unweighted 2019, weighted 1497)

When asked what they based their opinion of the level of crime on, the most common response was local newspapers (62%). Responses based on experience were also commonly mentioned either in the form of information from other people (48%), personal experience (34%) or the experience of relatives and friends (33%).

**Chart 17 - Why do you think there is more or less crime in your local area?**

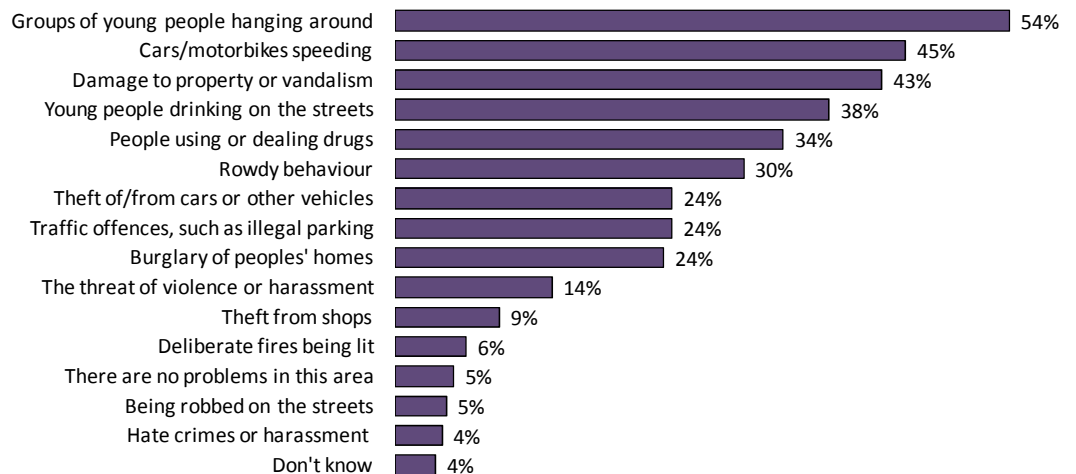


Base: All respondents (unweighted 1850, weighted 1364)

Respondents without children are more likely to base their opinion of the level of crime in their local area on local newspapers (66%), while those with children are more likely to use experience (information from other people 56%, personal experience 44% and experience of relatives and friends 42%).

Two of the four most commonly perceived problems in respondents' local areas relate to young people: groups of young people hanging around (54%) and young people drinking on the streets (38%). The other two main problems are cars/motorbikes speeding (45%) and damage to property or vandalism (43%).

**Chart 18 - What would you say the main problems in your local area are?**



Base: All respondents (unweighted 2023, weighted 1498)

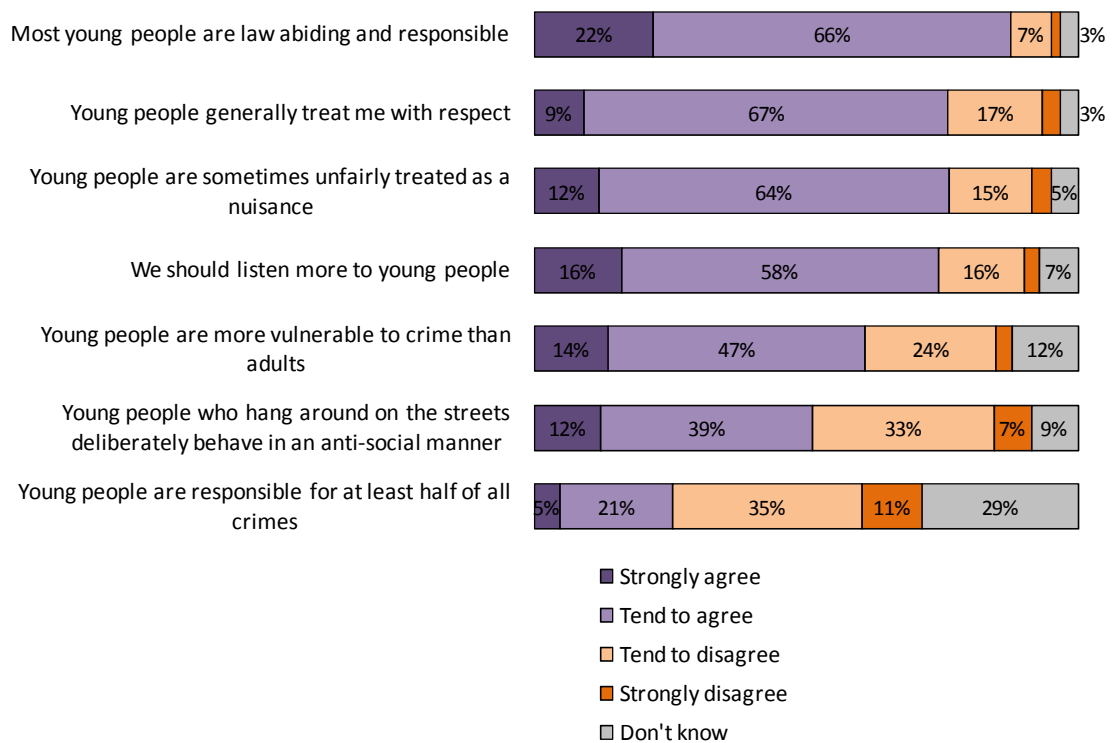
Home owners are more likely to think that burglary of peoples' homes is a problem (26%). Respondents in east Lancashire are more likely to think that



people using or dealing drugs is a problem (46%, especially in Pendle 61%). Respondents in Pendle are also significantly more likely than those in other districts to think that hate crimes or harassment is an issue (16%).

Respondents were given a series of statements about young people aged up to 18 and asked whether they agree or disagree with them. Encouragingly, the positive statements about young people are the ones that are most agreed with: most young people are law abiding and responsible (88% agree), young people generally treat me with respect (76% agree) and young people are sometimes unfairly treated as a nuisance (76% agree). A large proportion of respondents said they don't know whether young people are responsible for at least half of all crimes (29%).

**Chart 19 - Do you agree or disagree with the following statements relating to young people (aged up to 18)...**



Base: All respondents (unweighted 1885, weighted 1406)

Respondents with children are more likely to agree with the statement that we should listen more to young people (85% agree) and more likely to disagree with the statements that young people are responsible for at least half of all crimes (53% disagree) and that young people who hang around on the streets deliberately behave in an anti-social manner (57% disagree).

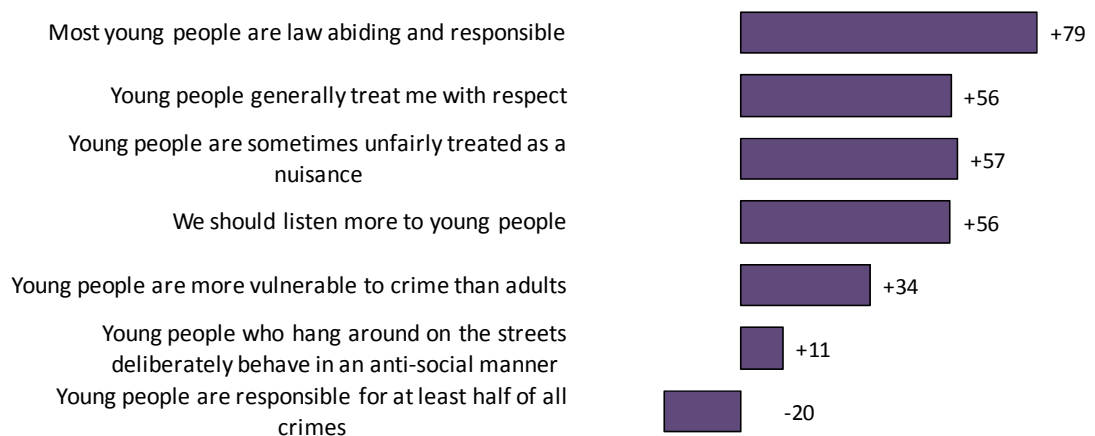
Male respondents are more likely to disagree with the positive statements about young people: young people generally treat me with respect (24% disagree), young people are sometimes unfairly treated as a nuisance (25% disagree), we should listen more to young people (26% disagree).

Males, over 60s and respondents not in employment are more likely to agree with the negative statement that young people who hang around on the streets deliberately behave in an anti-social manner (57%, 62% and 58% agree respectively). Respondents in socio-economic groups AB and C1 however are more likely to disagree with this statement (46% and 42% disagree respectively).

Respondents in Burnley are more likely than those in many other districts to disagree with the statement that young people are sometimes unfairly treated as a nuisance (36% disagree).

A way to look at the overall opinion of respondents is to calculate the net agreement to each statement (agree responses minus disagree responses). This clearly shows that respondents on the whole view young people in a positive light as the net agreement is high for positive statements and low for negative ones (especially for young people being responsible for at least half of all crimes, -20).

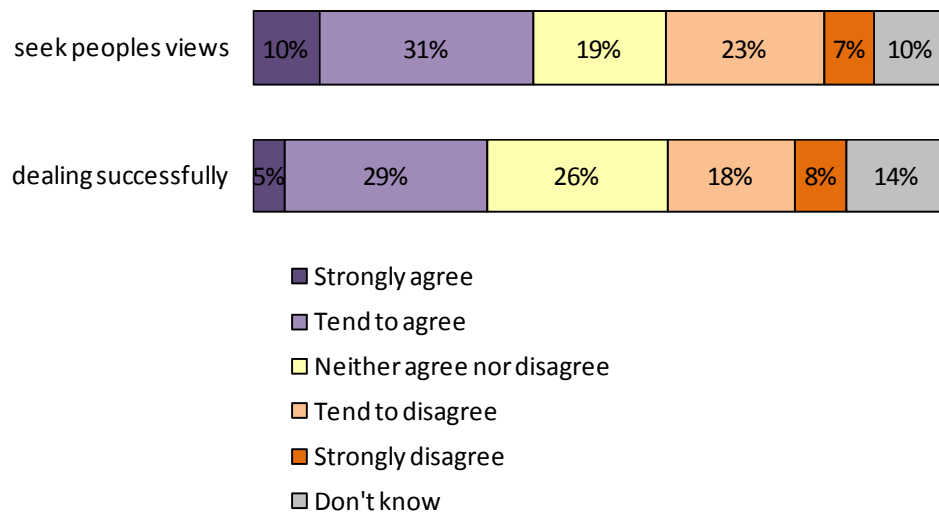
**Chart 20 - Net agreement on statements about young people**



## 5.6 Dealing with crime and anti-social behaviour

More respondents agree than disagree that the police and other local public services both seek people's views about issues in their local area (40% agree, 30% disagree) and are dealing successfully with those issues (34% agree, 26% disagree).

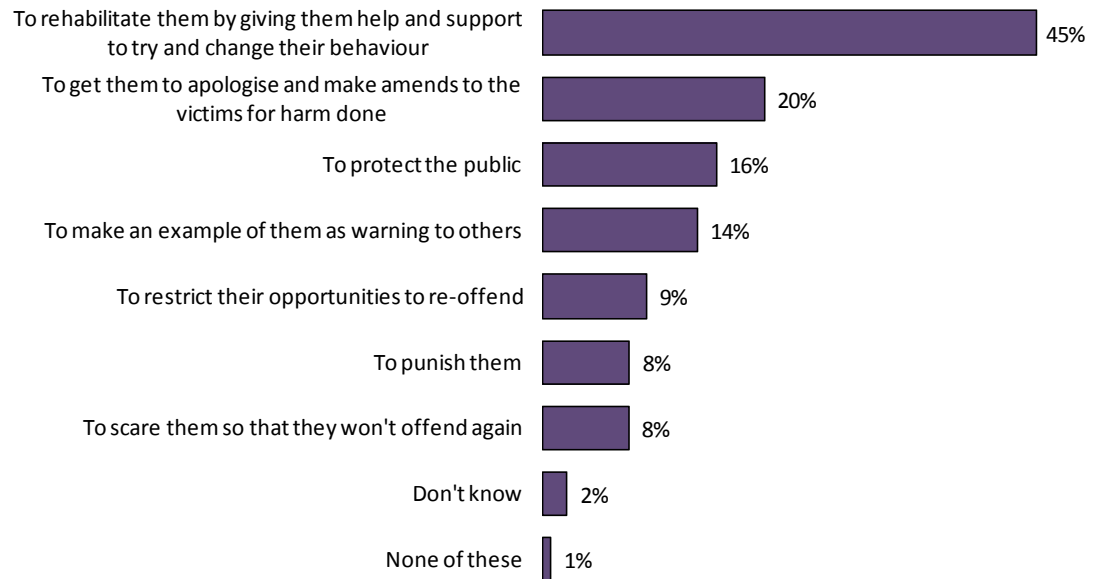
**Chart 21 - a) How much would you agree or disagree that the police and other local public services seek with peoples' views about these issues in your local area? b) How much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?**



Base: All respondents (unweighted 1932, weighted 1427)

Finally, respondents were asked what should be the main aim of the Youth Justice System in dealing with young offenders. By far the most common response was to rehabilitate young offenders by giving them help and support to try and change their behaviour (45%).

**Chart 22 - What in your opinion should be the main aim of the Youth Justice System in dealing with young offenders?**



Base: All respondents (unweighted 2048, weighted 1505)

Females and respondents with children are more likely to think that the main aim of the Youth Justice System should be to rehabilitate young offenders by giving them help and support to try and change their behaviour (50% and 54% respectively). Over 60s and respondents not in employment are more likely to suggest that the main aim should be to get them to apologise and make amends to the victims for harm done (28% and 25% respectively).

## 6 Conclusions and recommendations

The main issue raised by the survey is the lack of knowledge about the YOT and its work. This is particularly a problem with males, over 60s, disabled respondents, respondents not in employment and respondents without children. While targeting information to these groups to improve perceptions of young people might seem like a good idea, efforts will be less effective as over half of respondents, in particular males, don't want to know more about the YOT.

Knowledge of the YOT is greater among respondents with children. This is encouraging as, while the message of the YOT may not be reaching the wider population, those that the YOT's services are most relevant to are more aware of its work, though there are still improvements that can be made through targeting information through schools.

Respondents that have heard of the YOT are more likely to know about the services it provides and to think it provides those services effectively. However, there are still large proportions of respondents who answer don't know for many questions. More information needs to be targeted through the channels that are currently most effective especially local newspapers and information direct from the county council (through leaflets for example). The information most important to communicate is around engaging young people in positive activities and in employment and training as these are the areas of most interest to respondents.

The YOT needs to keep helping young people before they commit an offence as a key priority and communicate better the service it provides in this area. This was the service that fewest people think the YOT is effective at, even when considering only those who have heard of the YOT. The other top priority for the YOT, according to respondents, should be stopping young people reoffending.

The YOT should consider working more with businesses and victim support services (or should better publicise the work that it does with these groups) as more respondents think they should work with them than currently work with them.

As many people are unaware of the YOT and therefore answered don't know for many questions, a lot of the results presented here are based on a minority of panel members. A survey targeted at service users may produce some more useful results.

## **7 Appendix**

### **7.1 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 dependent 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