Living in Lancashire Survey

Community safety

November 2013

Lancashire
County
Council

Heather Walmsley, Charlotte Leach and Mick Edwardson

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Contents

1. Executive summary

This wave of the Living in Lancashire panel looked at people's views on community safety. The survey was sent by email or by post to all 2,610 members of the panel on 4 September and the fieldwork ended on 11 October 2013. In total 1,690 questionnaires were returned, giving an overall response rate of 65%.

1.1   Key findings

- When asked how satisfied or dissatisfied respondents are with aspects of their local area, they are most likely to be satisfied with access to green areas (79%), with the cleanliness of the streets and pavements in their local area (62%), and the appearance of the buildings (61%). Over half of respondents are dissatisfied with dog fouling in their local area (54%).

- Just under nine out of every ten respondents (87%) consider their local area to be safe, with only one in ten (11%) considering it to be unsafe.

- Of those respondents who consider their local area to be safe, the most common reasons given for this response are: having a good community or neighbours (26%), a low level of crime (15%) and living in a quiet area without trouble or crime (15%).

- Of those respondents who consider their local area to be unsafe, the most common reasons given for this response are: anti-social behaviour (52%), experience of crime (12%) and bad street conditions (9%).

- Four-fifths of respondents (81%) say that anti-social behaviour isn't a problem in their local area.

- Respondents are most likely to think that dangerous driving (42%) and rubbish or litter are problems in their local area (31%).

- Respondents are most likely to think there is more discrimination of race (18%) and religion (17%) than there was 5 years ago. However, for each type of discrimination, a larger percentage of respondents believe that there is less discrimination than 5 years ago.

- More than half of respondents feel that the level of crime in their own area is better compared to both the UK and other areas of Lancashire (52% and 50% respectively).

- Just over a third of respondents (36%) believe that people using or dealing drugs is a problem in their area. More than a third of respondents say that they don't know if sexual exploitation of children or vulnerable adults (37%) and organised crime (36%) are problems in their area.

- In regard to the root causes of crime, respondents were most likely to say that drugs (81%) and alcohol (74%) are a problem.

- Around three-quarters of respondents are concerned about having their home burgled (75%) and are concerned about theft from their garden/grounds, shed, garage or farm (72%).

- Around three-fifths of respondents are concerned with bogus callers (63%) and drug related incidents/crime (58%).

- Over a quarter of respondents (27%) say that they are concerned about being sexually assaulted.

- Just under two-thirds of respondents (63%) agree that crime is dealt with successfully by the police and other local public services, and over half of respondents (56%) agree that anti-social behaviour also is dealt with successfully.

- Almost nine out of every ten respondents (89%) say that they would report crime and anti-social behaviour to the police.

- Four-fifths of respondents (79%) disagree that offenders get tough enough sentences.

1.2   Recommendations

As just less than nine out of every ten respondents (87%) consider their local area to be safe, and most respondents believe that crime is being successfully dealt with by the police and local public services (63%), it is recommended that the community safety partnership engage with local media providers, such as local newspapers, to promote these positive messages.

It is also recommended that:

- these findings are cross-referenced with the other sources of strategic information that are available and that they are used to underpin the community safety agreement.

- these questions are repeated in Living in Lancashire on an annual basis, and that the process is aligned with the community safety strategic assessment cycle.

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 ie 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 views on community safety, crime and anti-social behaviour. Questions looked specifically at:

- feeling safe in the community;

- problems in the local area;

- discrimination;

- levels of crime; and

- concerns about crime and anti-social behaviour.

4. Methodology

This wave of Living in Lancashire research was sent to 2,657 members of the panel on 4 September. A reminder was sent on 25 September, with a final closing date of 11 October 2013.

The survey was conducted through a postal questionnaire, and an online version of the same questionnaire being emailed to members who had previously requested to take part online. The postal questionnaire was sent to 1,933 members and the online questionnaire was sent to 724 members.

In total 1,690 questionnaires were returned, giving an overall response rate of 65%.

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 1,169, 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%
1,000	3%	3%	2%
2,000	2%	2%	1%

On a question where 50% of the people in a sample of 1,000 respond with a particular answer, the chances 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.

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	1,000	5%	5%	3%
2,000	2,000	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 2,000 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 (eg of opinion, service usage).

For each question in the survey, comparisons have been made between different sub-groups of respondents (eg 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

Panel members were asked a number of questions about how satisfied or dissatisfied they are with a number of aspects of their local area.

Respondents are most likely to be satisfied with access to green areas (79%), with the cleanliness of the streets and pavements in their local area (62%), and the appearance of the buildings (61%).

Over half of respondents are dissatisfied with dog fouling in their local area (54%).

Chart 1 - **How satisfied or dissatisfied are you with the following in your local area?**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Access to green areas	28%	51%	14%		
Cleanliness of the streets and pavements	14%	48%	13%	19%	6%
Appearance of the buildings	11%	50%	23%	12%	
Fly-tipping	9%	27%	27%	26%	12%
Dog fouling		26%	16%	30%	24%

■ Very satisfied
■ Fairly satisfied
□ Neither satisfied nor dissatisfied
□ Fairly dissatisfied
■ Very dissatisfied

Base: All respondents (unweighted 1,670, weighted 1,152)

BME respondents are less likely to be satisfied with the cleanliness of the streets and pavements (44%) and the appearance of buildings (46%) in their local area.

Respondents in Fylde (92%) are more likely to be satisfied with access to green areas.

Respondents in Hyndburn are more likely to be dissatisfied with dog fouling and fly-tipping (74% and 62% respectively).

Encouragingly, just under nine out of every ten respondents (87%) consider their local area to be safe, with only one in ten (11%) considering their area unsafe.

Chart 2 -   How safe or unsafe do you consider your local area to be?

22%	65%	9%		

■ Very safe
■ Fairly safe
□ Fairly unsafe
■ Very unsafe
□ Don't know
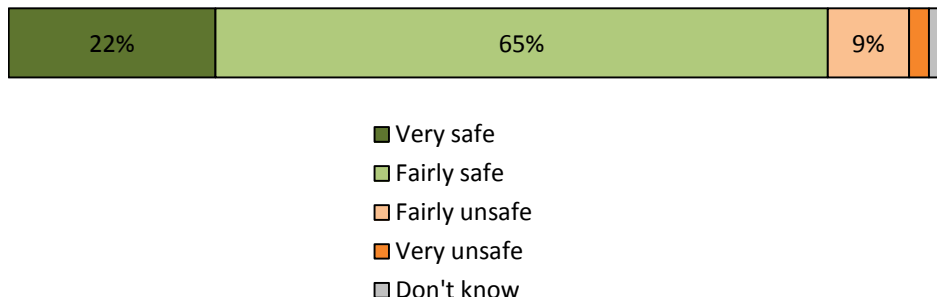
Base: All respondents (unweighted 1,696, weighted 1,169)

Respondents in Fylde and Ribble Valley are more likely to consider their local area to be safe (both 97%).

Respondents in socio-economic group AB are more likely to say they consider their local area to be very safe (29%).

Of those respondents who consider their local area to be safe, the most common reasons given for this response are: having a good community or neighbours (26%), a low level of crime (15%) and living in a quiet area without trouble or crime (15%).

Chart 3 -   Briefly, what is the one main reason why you feel safe?

Reason	Percentage
Good community/neighbours	26%
Low level of crime	15%
Live in a quiet area without trouble/crime	15%
Good street lighting	8%
Feel safe in property	7%
Live in small rural community	5%
Good police/community safety officer visability	5%
Low police presence	2%
Other reason	10%
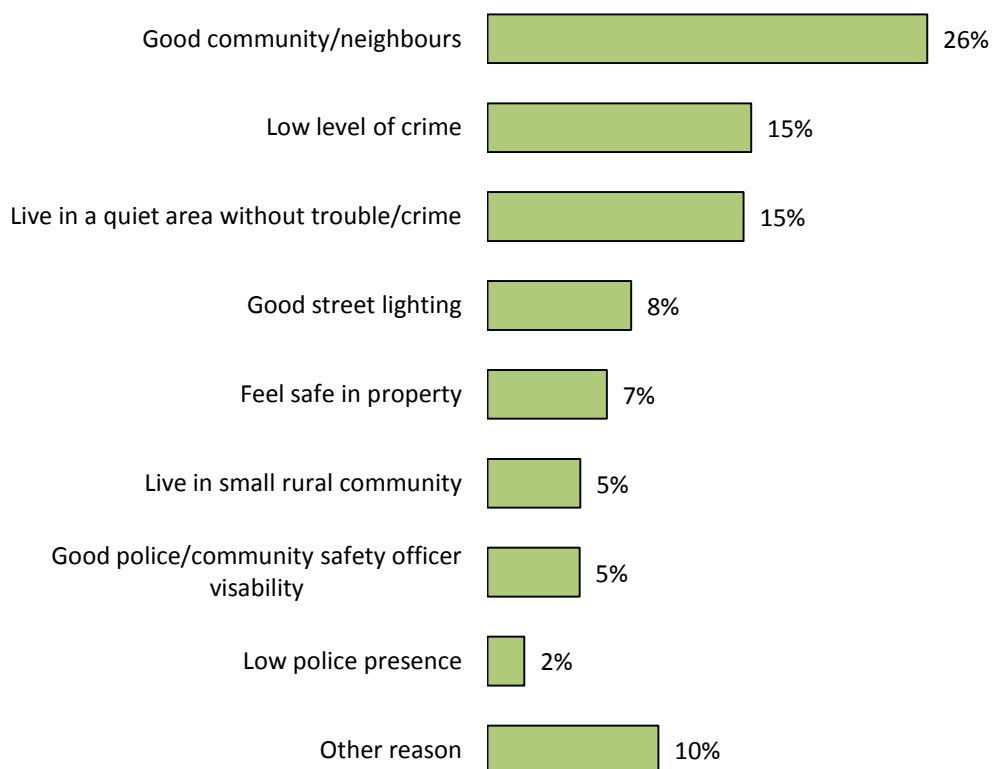
Base: All respondents (unweighted 1,034, weighted 713)

Of those respondents who consider their local area to be unsafe, the most common reasons given for this response are: anti-social behaviour (52%), experience of crime (12%) and bad street conditions (9%).

Chart 4 -   Briefly, what is the one main reason why you feel unsafe?

Reason	Percentage
Anti-social behaviour	52%
Experience of crime	12%
Bad street conditions	9%
Drugs/drug dealers	6%
Low police presence	4%
Increased rented housing	2%
Other	9%
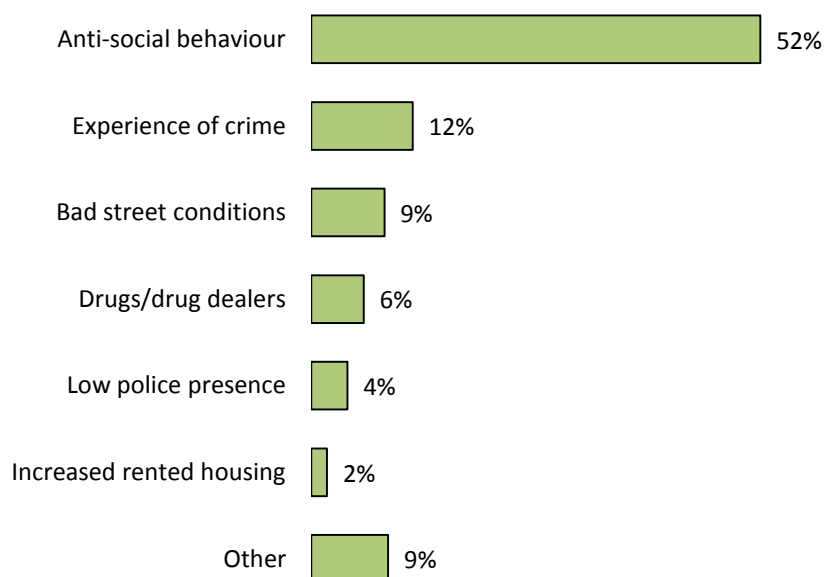
Base: All respondents (unweighted 132, weighted 104)

Four-fifths of respondents (81%) say that anti-social behaviour isn't a problem in their local area.

Chart 5 -   Overall, how much of a problem is anti-social behaviour in your local area?

12%	57%	24%	5%

☐ A very big problem
☐ A fairly big problem
☐ Not a very big problem
☐ Not a problem at all
☐ Don't know
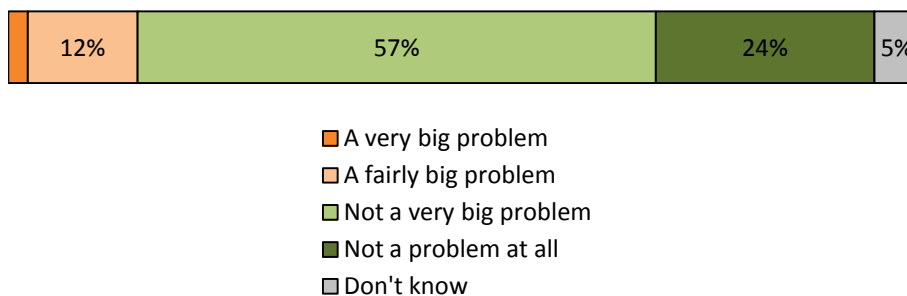
Base: All respondents (unweighted 1,686, weighted 1,163)

BME and disabled respondents are more likely to think that anti-social behaviour is a problem in their local area (25% and 20% respectively).

Respondents from socio-economic group DE are more likely to say that anti-social behaviour is a problem in their area (23%).

Respondents who consider their local area to be very unsafe are more likely to think anti-social behaviour is a problem in their local area (59%).

Respondents were then asked how much of a problem they think that various types of anti-social behaviour are a problem in their local area.

Respondents are most likely to think that dangerous driving (42%) and rubbish or litter are problems in their local area (31%).

Chart 6 - **Thinking of your local area how much of a problem do you think each of the following are?**
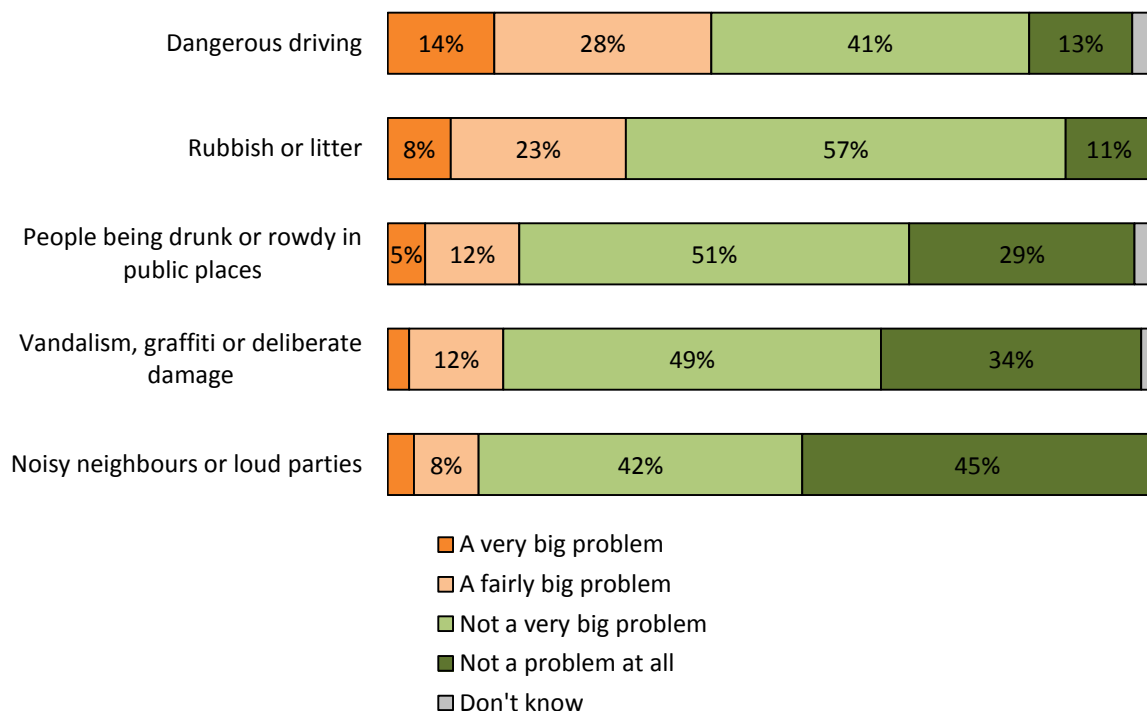
	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
Dangerous driving	14%	28%	41%	13%	
Rubbish or litter	8%	23%	57%	11%	
People being drunk or rowdy in public places	5%	12%	51%	29%	
Vandalism, graffiti or deliberate damage		12%	49%	34%	
Noisy neighbours or loud parties		8%	42%	45%	

- ☐ A very big problem
- ☐ A fairly big problem
- ☐ Not a very big problem
- ☐ Not a problem at all
- ☐ Don't know

Base: All respondents (unweighted 1,661, weighted 1,149)

Respondents in Hyndburn (50%) and BME respondents (43%) are more likely to think that rubbish or litter is a problem in their local area. Respondents in socio-economic group DE are more likely to think that rubbish or litter is a very big problem in their local area (16%).
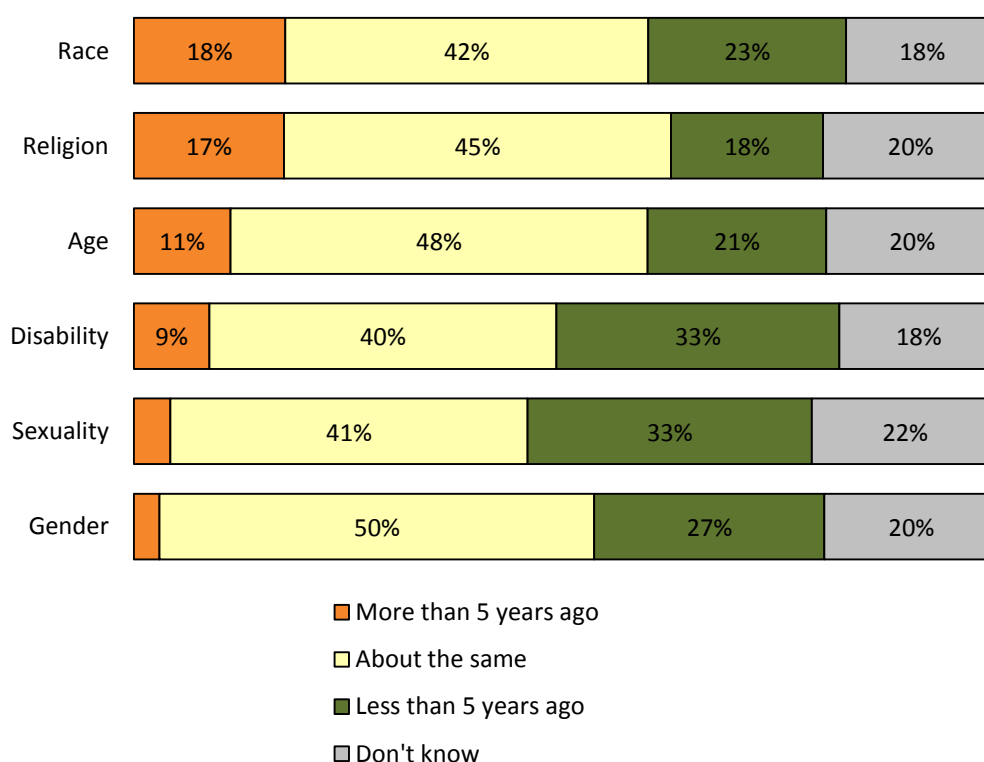
Respondents in Hyndburn (29%) are also more likely to think that people being drunk or rowdy in public places is a problem in their local area.

Respondents who are over the age of 60 (37%) are less likely to think that dangerous driving is a problem in their local area.

Respondents were then asked about different types of discrimination and whether or not they think that there is less than 5 years ago, about the same or more than 5 years ago.

Respondents are most likely to think there is more discrimination of race (18%) and religion (17%) than there was 5 years ago. However, for each type of discrimination, a larger percentage of respondents believe that there is less discrimination than 5 years ago.

Chart 7 -   Thinking about the following types of discrimination, do you think there is now less than 5 years ago, about the same or more than 5 years ago?

Type	More than 5 years ago	About the same	Less than 5 years ago	Don't know
Race	18%	42%	23%	18%
Religion	17%	45%	18%	20%
Age	11%	48%	21%	20%
Disability	9%	40%	33%	18%
Sexuality		41%	33%	22%
Gender		50%	27%	20%

■ More than 5 years ago
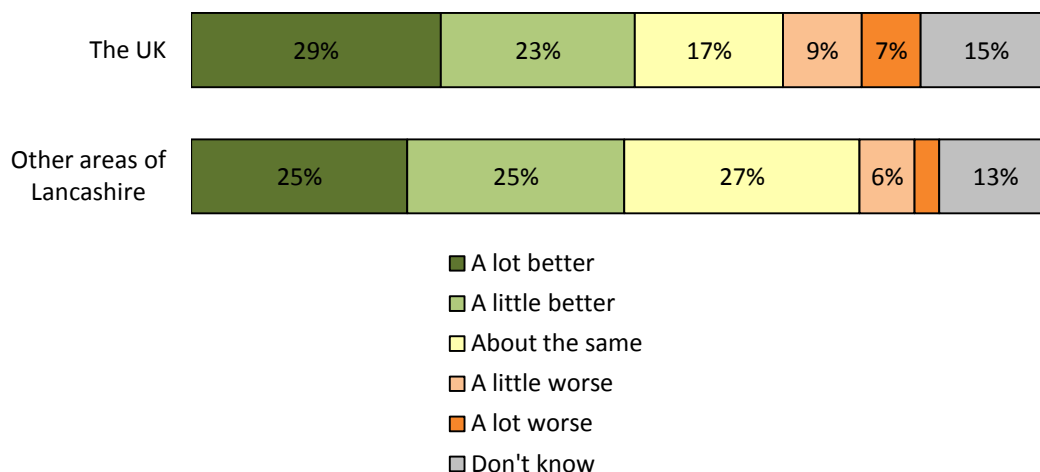□ About the same
■ Less than 5 years ago
□ Don't know

Base: All respondents (unweighted 1,1634, weighted 1,132)

BME respondents are more likely to think that there is more discrimination about religion than there was 5 years ago (26%).

Disabled respondents are more likely to think that there is more discrimination about disability than there was 5 years ago (15%).

More than half of respondents feel that the level of crime in their own area is better compared to both the UK and other areas of Lancashire (52% and 50% respectively).

Chart 8 - **How do you feel the level of crime in your local area compares with the following?**

Area	A lot better	A little better	About the same	A little worse	A lot worse	Don't know
The UK	29%	23%	17%	9%	7%	15%
Other areas of Lancashire	25%	25%	27%	6%		13%

- ■ A lot better
- ■ A little better
- □ About the same
- ■ A little worse
- ■ A lot worse
- ■ Don't know

Base: All respondents (unweighted 1,633, weighted 1,120)

Disabled respondents are more likely to think that crime is worse in their local area compared to the UK and other areas of Lancashire (14% and 24%).
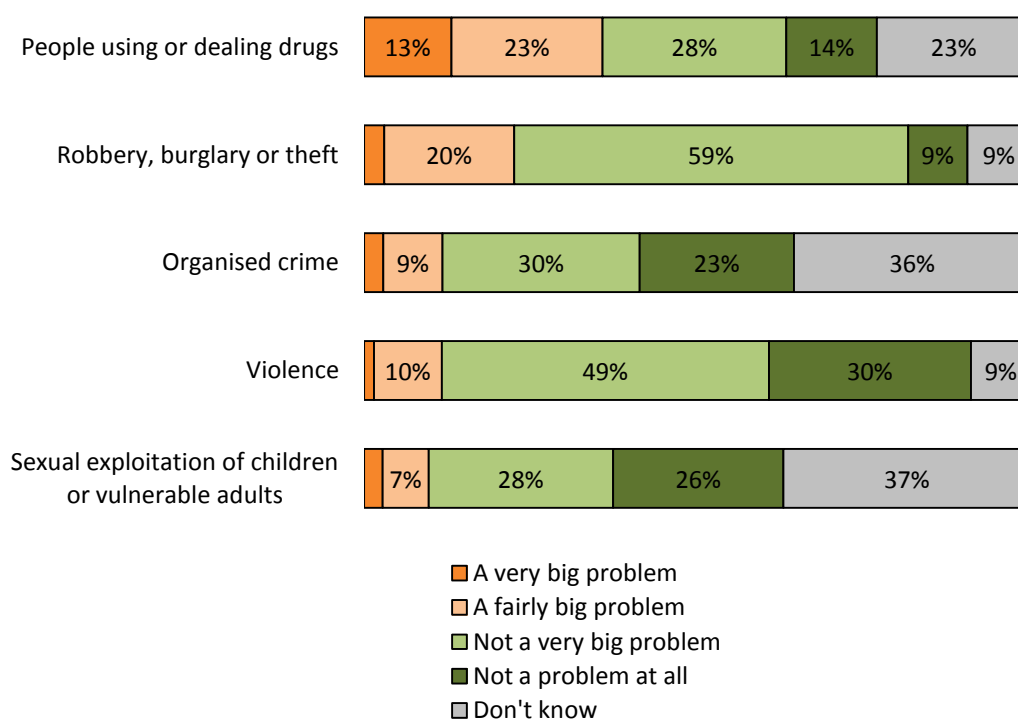
Respondents in Burnley are more likely to think that crime in their local area is worse compared to both the UK and other areas of Lancashire (28% and 19% respectively).

Respondents were then asked how much of a problem they think that various types of anti-social behaviour are in their local area.

Just over a third of respondents (36%) believe that people using or dealing drugs is a problem in their area.

More than a third of respondents say that they don't know if sexual exploitation of children or vulnerable adults (37%) and organised crime (36%) are problems in their area.

Chart 9 - Thinking about your local area, how much of a problem do you think each of the following are?

Category	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
People using or dealing drugs	13%	23%	28%	14%	23%
Robbery, burglary or theft		20%	59%	9%	9%
Organised crime	9%		30%	23%	36%
Violence		10%	49%	30%	9%
Sexual exploitation of children or vulnerable adults	7%		28%	26%	37%

■ A very big problem
■ A fairly big problem
■ Not a very big problem
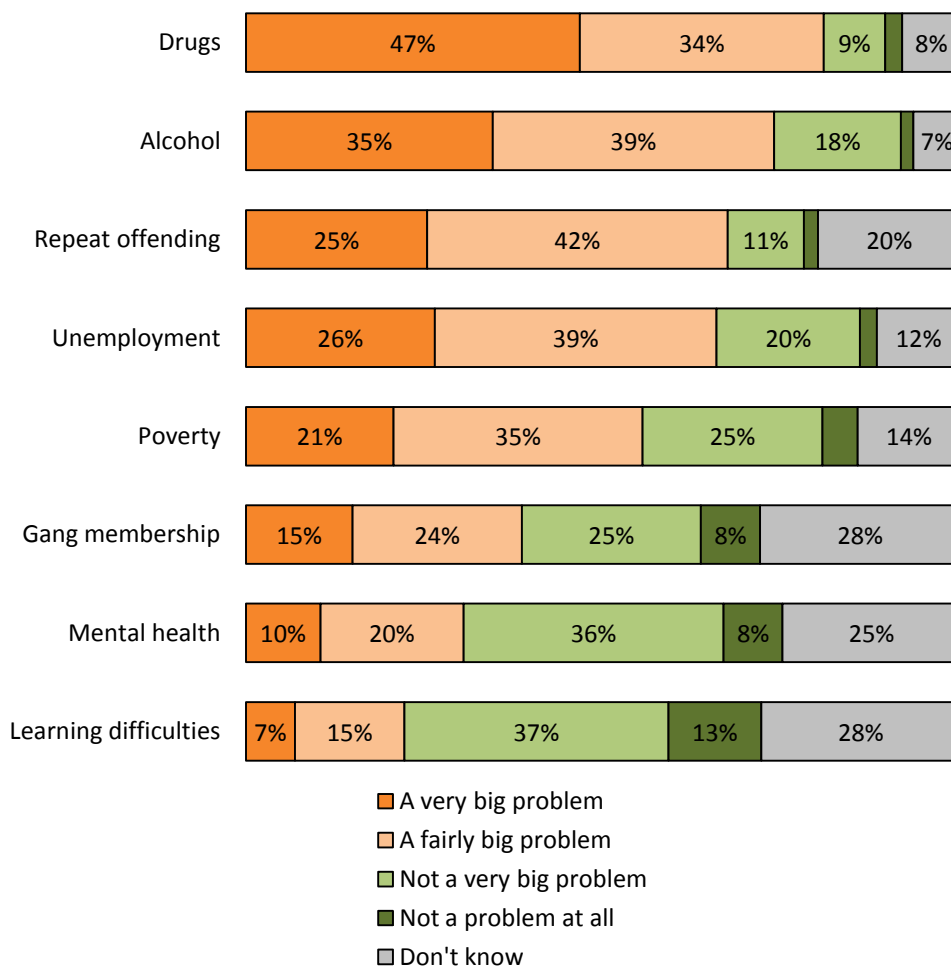■ Not a problem at all
■ Don't know

Base: All respondents (unweighted 1,663, weighted 1,141)

BME respondents are more likely to think that violence (20%) and robbery, burglary or theft (38%) are problems in their area.

Respondents in Pendle are more likely to think that organised crime is a problem in their local area (22%).

Respondents were then asked about the root causes of crime. In regard to the root causes of crime, respondents were most likely to say that drugs (81%) and alcohol (74%) are a problem.

Chart 10 -   In regard to root causes of crime, how much of a problem do you think each of the following are?

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
Drugs	47%	34%	9%		8%
Alcohol	35%	39%	18%		7%
Repeat offending	25%	42%	11%		20%
Unemployment	26%	39%	20%		12%
Poverty	21%	35%	25%		14%
Gang membership	15%	24%	25%	8%	28%
Mental health	10%	20%	36%	8%	25%
Learning difficulties	7%	15%	37%	13%	28%

- A very big problem
- A fairly big problem
- Not a very big problem
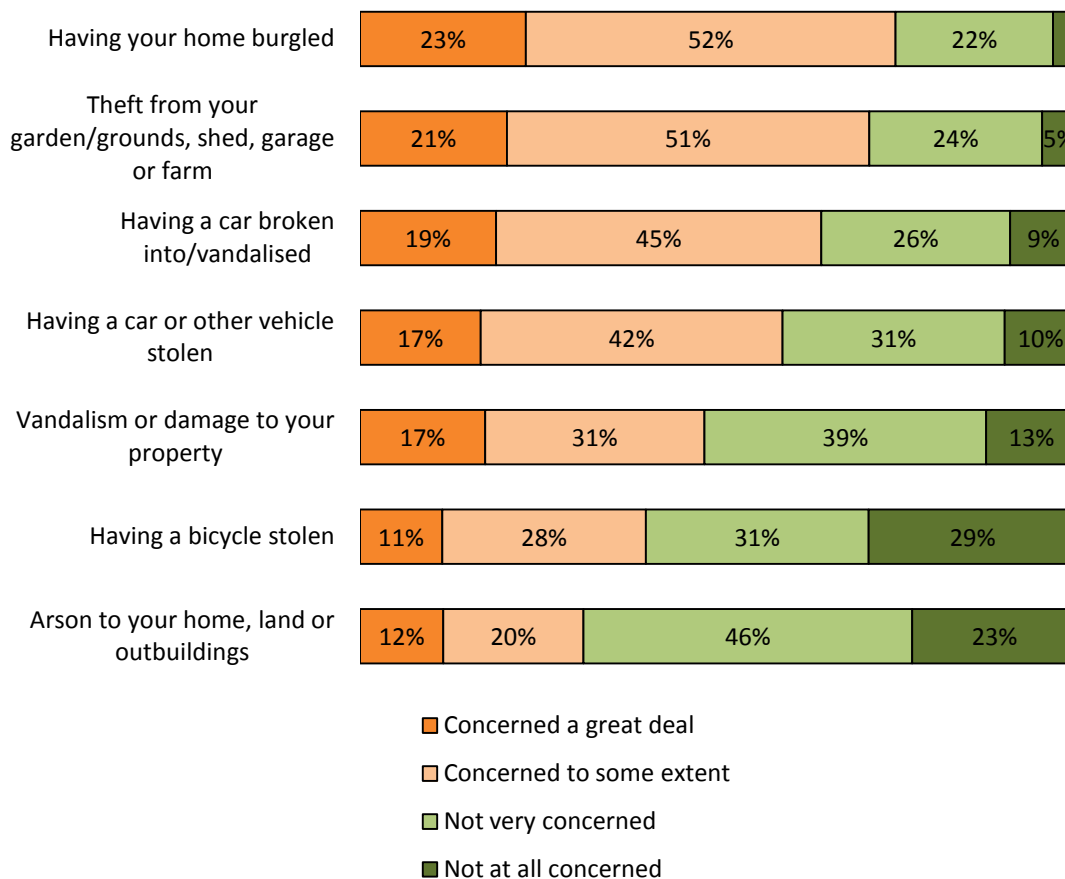- Not a problem at all
- Don't know

Base: All respondents (unweighted 1,659, weighted 1,139)

Female respondents are more likely to say that alcohol is a problem in regard to root causes of crime (78%).

Around three-quarters of respondents are concerned about having their home burgled (75%) and are concerned about theft from their garden/grounds, shed, garage or farm (72%).

Chart 11 -   How much are you concerned about the following?

	Concerned a great deal	Concerned to some extent	Not very concerned	Not at all concerned
Having your home burgled	23%	52%	22%	
Theft from your garden/grounds, shed, garage or farm	21%	51%	24%	5%
Having a car broken into/vandalised	19%	45%	26%	9%
Having a car or other vehicle stolen	17%	42%	31%	10%
Vandalism or damage to your property	17%	31%	39%	13%
Having a bicycle stolen	11%	28%	31%	29%
Arson to your home, land or outbuildings	12%	20%	46%	23%

- Concerned a great deal
- Concerned to some extent
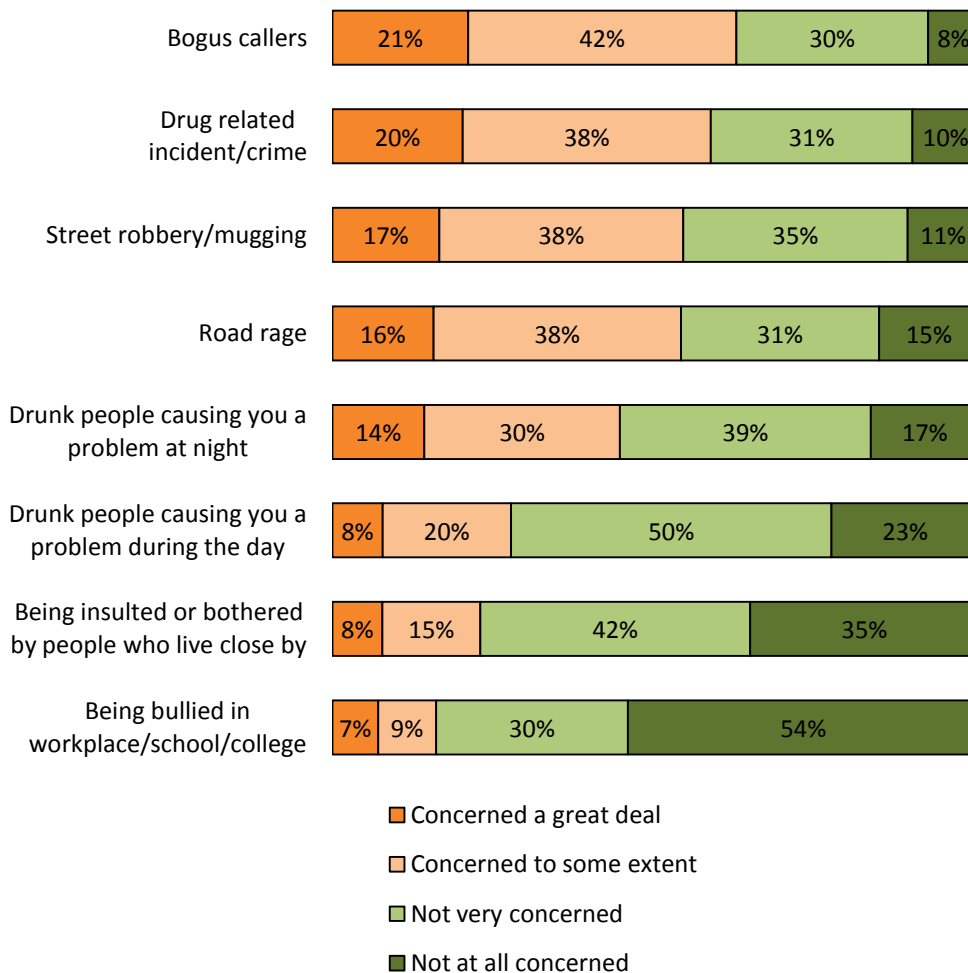- Not very concerned
- Not at all concerned

Base: All respondents (unweighted 1,616, weighted 1,120)

BME respondents (83%) and respondents with a disability (78%) are more likely to be concerned about having their home burgled.

BME respondents (72%) are also more likely to be concerned about having their car broken into or vandalised.

Around three-fifths of respondents are concerned with bogus callers (63%) and drug related incidents/crime (58%).

Chart 12 -   How much are you concerned about the following?

Category	Concerned a great deal	Concerned to some extent	Not very concerned	Not at all concerned
Bogus callers	21%	42%	30%	8%
Drug related incident/crime	20%	38%	31%	10%
Street robbery/mugging	17%	38%	35%	11%
Road rage	16%	38%	31%	15%
Drunk people causing you a problem at night	14%	30%	39%	17%
Drunk people causing you a problem during the day	8%	20%	50%	23%
Being insulted or bothered by people who live close by	8%	15%	42%	35%
Being bullied in workplace/school/college	7%	9%	30%	54%

■ Concerned a great deal
■ Concerned to some extent
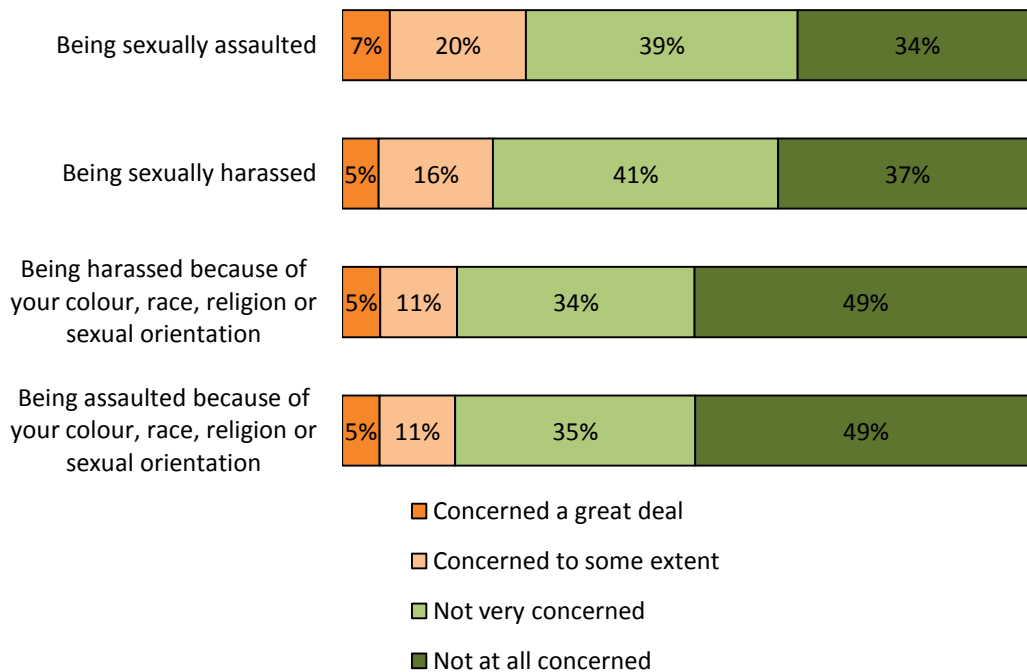■ Not very concerned
■ Not at all concerned

Base: All respondents (unweighted 1,633, weighted 1,120)

Respondents with a disability (71%) and respondents over the age of 60 (70%) are more likely to be concerned about bogus callers.

Over a quarter of respondents (27%) say that they are concerned about being sexually assaulted.

Chart 13 - How much are you concerned about the following?

Category	Concerned a great deal	Concerned to some extent	Not very concerned	Not at all concerned
Being sexually assaulted	7%	20%	39%	34%
Being sexually harassed	5%	16%	41%	37%
Being harassed because of your colour, race, religion or sexual orientation	5%	11%	34%	49%
Being assaulted because of your colour, race, religion or sexual orientation	5%	11%	35%	49%

■ Concerned a great deal
□ Concerned to some extent
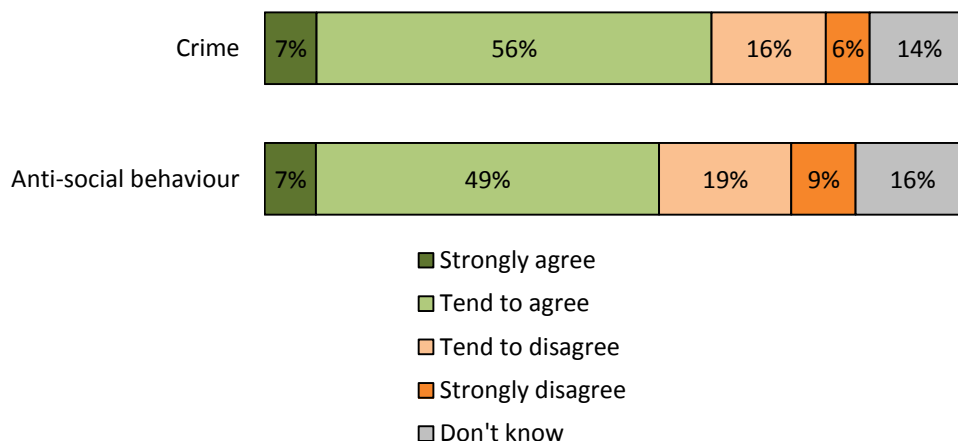□ Not very concerned
■ Not at all concerned

Base: All respondents (unweighted 1,645, weighted 1,138)

BME respondents (38%) and female respondents (38%) are more likely to be concerned about being sexually assaulted. BME respondents (48%) and female respondents (30%) are also more likely to be concerned about being sexually harassed.

BME respondents are more likely to be concerned about being harassed (58%) and assaulted (56%) because of their colour, race, religion or sexual orientation.

Just under two-thirds of respondents (63%) agree that crime is dealt with successfully by the police and other local public services, and over half of respondents (56%) agree that anti-social behaviour also is dealt with successfully.

Chart 14 - To what extent do you agree or disagree that the police and other local public services are successfully dealing with the following issues in your local area?

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
Crime	7%	56%	16%	6%	14%
Anti-social behaviour	7%	49%	19%	9%	16%

- Strongly agree
- Tend to agree
- Tend to disagree
- Strongly disagree
- Don't know

Base: All respondents (unweighted 1,659, weighted 1,145)

Female respondents (57%) are more likely to agree that the police and other local public services are successfully dealing with anti-social behaviour.

Positively, almost nine out of every ten respondents (89%) say that they would report crime and anti-social behaviour to the police.

However, four-fifths of respondents (79%) disagree that offenders get tough enough sentences.

Chart 15 - How strongly do you agree or disagree with the following statements?
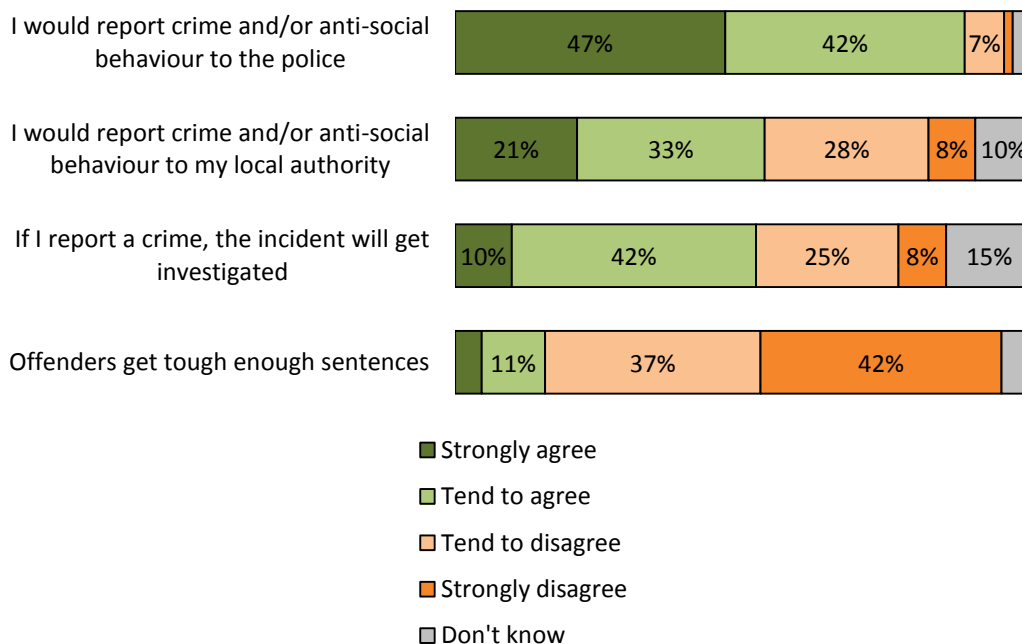
Base: All respondents (unweighted 1,665, weighted 1,146)

Respondents over 60 (91%) are more likely to agree that they would report crime and/or anti-social behaviour to the police.

Female respondents (55%) are more likely to agree that if they report a crime, the incident will get investigated.

Of those respondents who strongly disagree that reported crime would get investigated, more than a quarter (27%) disagree that they would report crime and/or anti-social behaviour to the police.

6. Recommendations

As just less than nine out of every ten respondents (87%) consider their local area to be safe, and most respondents believe that crime is being successfully dealt with by the police and local public services (63%), it is recommended that the community safety partnership engage with local media providers, such as local newspapers, to promote these positive messages.

It is also recommended that:

- these findings are cross-referenced with the other sources of strategic information that are available and that they are used to underpin the community safety agreement.

- these questions are repeated in Living in Lancashire on an annual basis, and that the process is aligned with the community safety strategic assessment cycle.

- Appendix 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 with 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