Produced by the Community Safety Research team: Sam Graves & Nick Sandford-Smith.
Please contact csresearchers@portsmouthcc.gov.uk for further information

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Community Safety Survey 2014: Headline Results

June 2014

Introduction & Methodology

This report provides a summary of the main findings from the 2014 Community Safety Survey (CSS).

The questionnaire has been amended since the last CSS, which means that many questions could not be directly compared. This was a conscious decision to allow improvements in the wording of the questions and improvements to the methodology. In short, it has given us more useful and reliable findings.[1] The questionnaire can be found in appendix A.

This survey was completed in house for the first time, having been previously conducted by Ipsos MORI and in 2012 in partnership with the University of Portsmouth. Fieldworkers were recruited by the community safety team and received training to assist with administering the questionnaires. Data entry and analysis was also completed in house, which gave us much more understanding of the data, and will give us the opportunity to consider the data in further detail as required. Using volunteers, students and existing staff, the cost of the whole project was under £5,000. The last MORI Survey commissioned by the SPP cost £25,000.

All the questionnaires were completed in an interview style, with the fieldworkers completing questionnaires on behalf of the respondent. The fieldwork was conducted at a number of locations across Portsmouth to try and ensure that residents from all wards were well represented. A change in methodology meant that respondents were not shown the answer options as they had been in the previous survey, except to indicate which crimes they had experienced. This means that respondents were not asked leading questions, but reported their own genuine concerns. This has resulted in lower percentages for the anti-social behaviour, crime and location questions.

For the purposes of this report, a 'significant finding' means that we are at least 95% sure that this result did not occur by chance. The full detailed statistics are available on request. The current report does not use any weighted data, although if required, this can be done by age group and gender in the future.

[1] The full report detailing the changes to the questions and the rationale behind the changes is available from the research team upon request.

Demographics

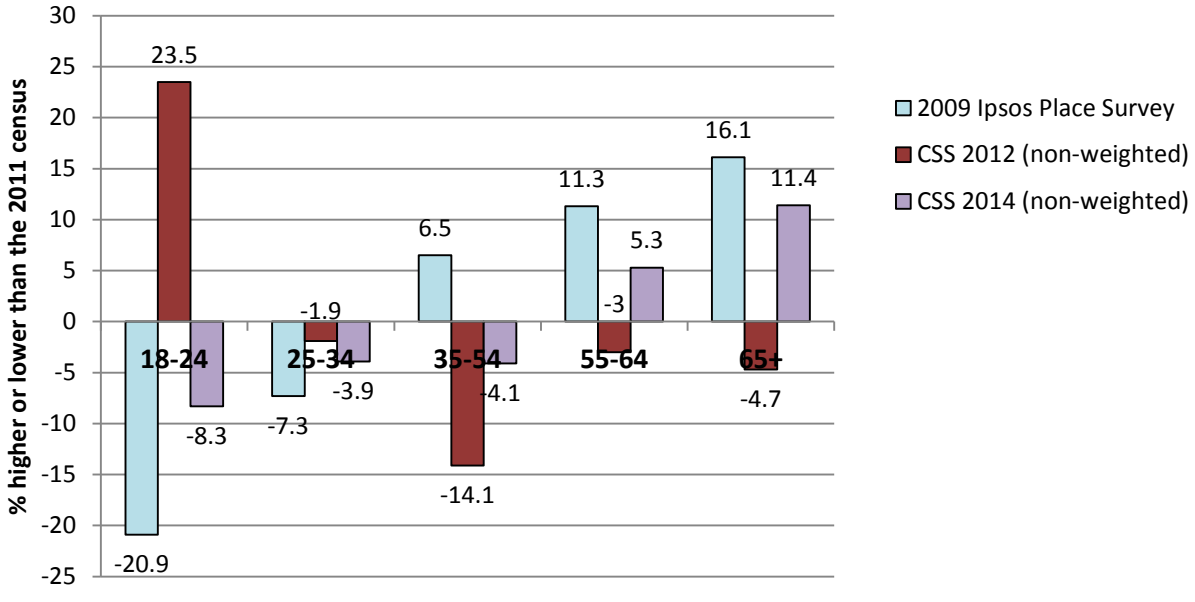
There were 849 respondents in total falling very slightly short of the 900 target; 372 male respondents (45.3%) and 449 female respondents (54.7%).[2] This slight bias towards women in the sample is to be expected as women are usually more responsive to convenience sampling.[3] This is less than in previous years when the sample has ranged in size from 978 to 1,340[4] and was due to a tight time scale for completing the fieldwork.

Over 65s were heavily over-represented making up 27.4% (n231) of the sample. The 35-44 age groups consisted of the lowest number of respondents, making up 12.3% (n104) of the sample[5].

This bias toward the 65+ age group means that 29.6% (n250) of the sample reported being wholly retired from work - the most common occupation option. This was followed by full-time employment (26.7%, n225), part-time employment (12.9%, n109) and full-time education (11.3%, n95). Those who were unemployed and available for work made up 3.9% (n33) of the sample.

The figure 1 (below) shows the comparison between the sample demographics for the most recent surveys against the 2011 census demographics for Portsmouth. The census level is represented by the 0 line. So the closer the bar is to the central line, the closer the sample is to being representative.

Figure 1: Comparison between age groups for 2009 Ipsos Place Survey, CSS 2012 and CSS 2014

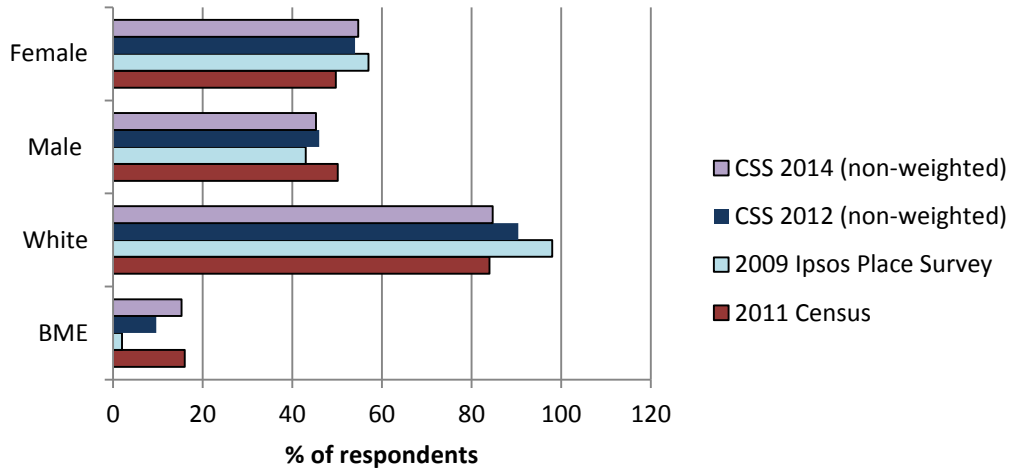


[2] Gender was left blank in 28 cases.
[3] Convenience sampling is the method used, whereby members of the public were approached at various specified locations: Commercial Road, Palmerston Rd, Fratton Bridge Centre, Milton Co-op, Ocean Retail Park, Morrisons at Victory and Anchorage Retail Parks, Sainsburys at Drayton and Farlington, Co-op in Buckland, Cosham High Street and Allaway Avenue in Paulsgrove.
[4] From Ipsos Mori 2004 to Residents survey 2009
[5] The age group percentage breakdown was: 18-24 - 14.5%; 25-34 - 14.3%; 35-44 - 12.3%; 45-54 - 15.0%; 55-64 - 16.5%; and 65+ - 27.4%.

There is a similar pattern to the previous 2009 Ipsos MORI Place survey, with a bias towards the 65+ age group, and 18-24 year olds under-represented, but the distribution of responses is generally the closest to the Census of the three surveys.

The 2014 respondents were more representative than previous surveys for ethnicity and only slightly less for gender than the 2012 survey (see figure 2 below).

Figure 2: Ethnicty and gender of respondents from 2011 census, 2009 Ipsos Place Survey, 2012 CSS and 2014 CSS



For ethnicity, the black and minority ethnic (BME) sample consists of all those who reported being from an ethnicity other than white UK and Northern Irish. It is not possible to break the population down by the 18 different ethnic group options, as the group sizes would be too small to be able to report any meaningful findings. The largest BME group was 'any other white background' at 2.9% (n22) which includes European ethnic and national groups, and the second was Black African which made up 2.1% (n18) of the sample.

Figure 3: Community Safety Survey 2014 Responses by ward

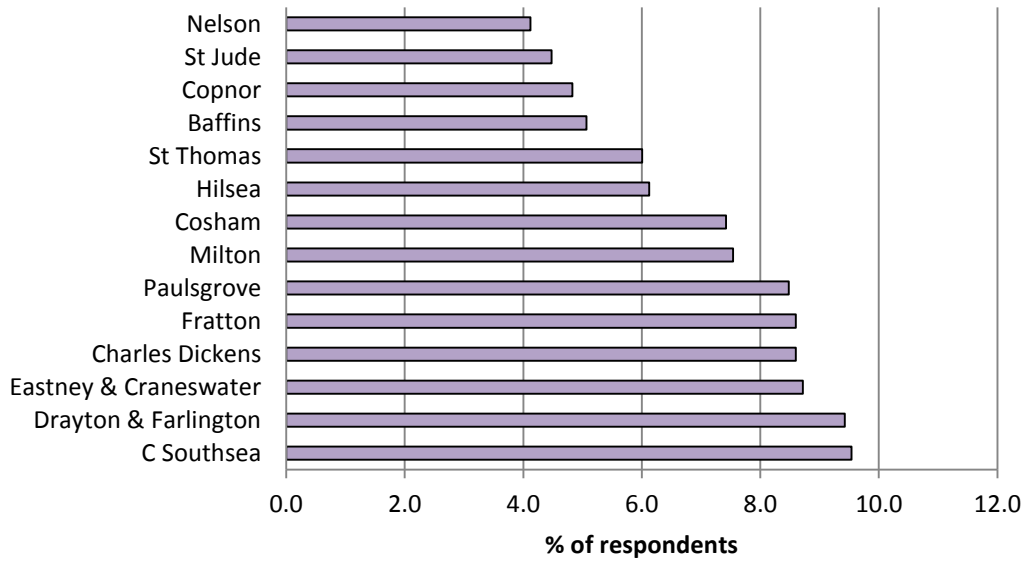


Figure 3 (above) shows the breakdown of responses by ward, ranging from 4.1% (n35) in Nelson to 9.5% (n81). While improvements could still be made for the next survey, this is a much more even spread than the 2012 survey where proportions ranged from 1.9% for the least represented ward (Nelson) to 33% for the ward with the greatest proportion of responses (Central Southsea). Using more varied locations has been largely successful but more work is needed to find locations with a good through flow of residents in some areas such as Nelson, St Jude, Copnor and Baffins.

Findings

Quality of Life

Respondents were asked to rank their quality of life on a scale where 1 indicated a poor quality of life and 5 indicated a very good quality. The mean average for the respondents was 3.95, which indicates that most respondents were fairly happy with their quality of life. This is also an improvement from the 2012 survey, where the mean was 3.59.

There were no significant differences in reported quality of life between males and females or British white and BME respondents. However, those who were 65 years or older (M=4.16) considered themselves to have a better quality of life than all other ages, and significantly better than 18-24 year olds (M=3.84).

Residents from St Jude reported the highest mean score for quality of life (M=4.24), followed by Milton, Drayton & Farlington, Paulsgrove and Eastney. St Jude was significantly higher than Cosham which had the lowest (M=3.73).

What types of anti-social behaviour are causing a problem for residents?

As previously mentioned, respondents this year were not shown a list of different types of anti-social behaviour and therefore we cannot directly compare levels of different categories, only whether they are still a top ranking concern. However, this time we are more confident that we have an accurate picture of concerns and experience of anti-social behaviour.

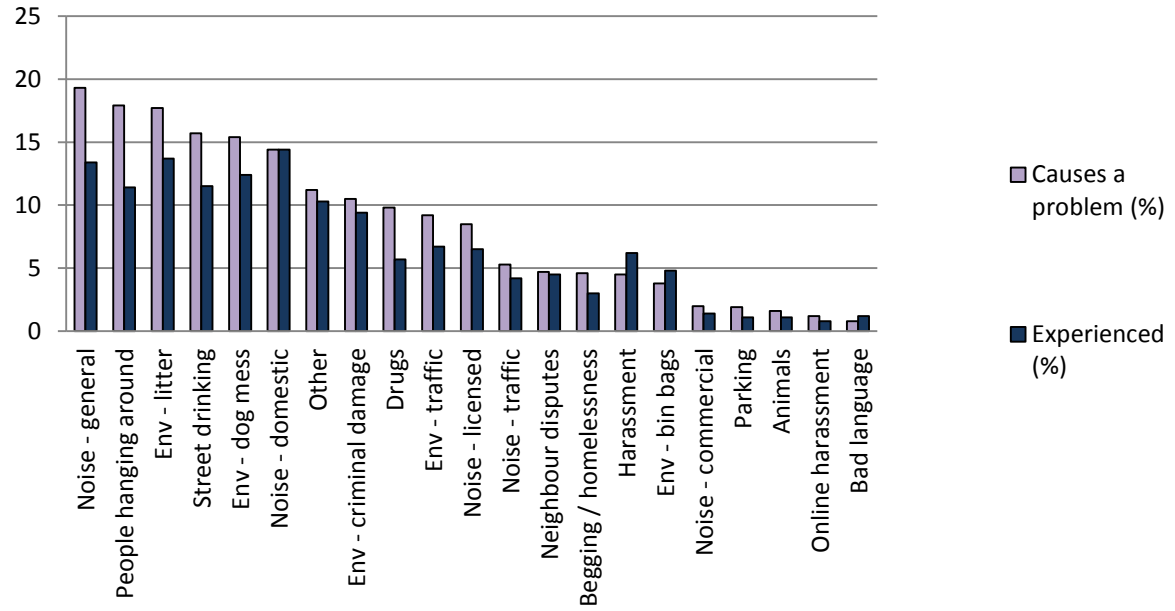
The most commonly reported types of anti-social behaviour that residents believed were causing problems in their area are: general noise (in the street) (19%, n163), people hanging around (18%, n152), litter (18%, n150), street drinking (16%, n133) and dog mess (15%, 130) (see figure 4 below). Out of the 152 people who reported that people hanging around was causing a problem in their local area, 23 of these people (or 15.1% of the 152) explicitly reported that they believed that young people were the main cause of this problem.[6] The category of 'other' ranked 7th and is an amalgamation of any other behaviours that had not been separated out, for example: bad language, spitting, throwing stones and fighting to mention a few.

Those in full time education, typically the 18-24 age group, were significantly more likely to report being concerned about general noise (in the street) (35.8%, n34) than those who are not in full time education (17.2%, n129). Those in full time education (25.3%, n24) were also

[6] This information was extracted from unsolicited comments made by respondents, this was the only ASB category where people specifically commented that it was young people.

more likely to report street drinking as being problematic in their area compared to those not in full time education (14.6%, n109). Both of these findings may be explained by lifestyle differences between younger respondents (with significant numbers of university students) and the older working population; in particular they are more likely to be out socialising in the evening and in night time economy areas.

Figure 4: Comparison between types of anti-social behaviour that are reported to be causing a problem and those actually experienced, 2014



While we cannot directly compare the results from the 2012 CSS and previous surveys, the top reported issues causing problems were the same: people being drunk in the street, litter, young people hanging around and noise. While the order has changed, this is may be because the categories are more specific now and the main issues haven't changed much.

When asked about the types of anti-social behaviour that they had witnessed or personally experienced, noise from domestic properties (i.e. noisy neighbours) was the top category (14%, n121), followed by litter (14%, n115), general noise (13%, n114), dog mess (12%, n104) and street drinking (12%, n97). People hanging around was not experienced to the same level that people believed it to be a concern in their local area.

For most types of anti-social behaviour, the level of concern was greater than their actual experience although only by between 0.05 and 6 percentage points. The exceptions were for domestic noise, where residents' perception of it being a problem mirrored their experience, and harassment & bullying and bin bags being left out, where the level of experience was higher than concern.

BME respondents were significantly more likely to report being concerned about harassment and bullying in their local area than British white respondents (10.1% of the BME group - n13 and 3.5% of the British white group - n25 respectively). Similarly BME respondents reported experiencing more harassment and bullying than British white respondents (14.8% of BME group - n19 and 4.7% of the British white group - n33). There were no significant differences for online harassment and bullying. This survey was

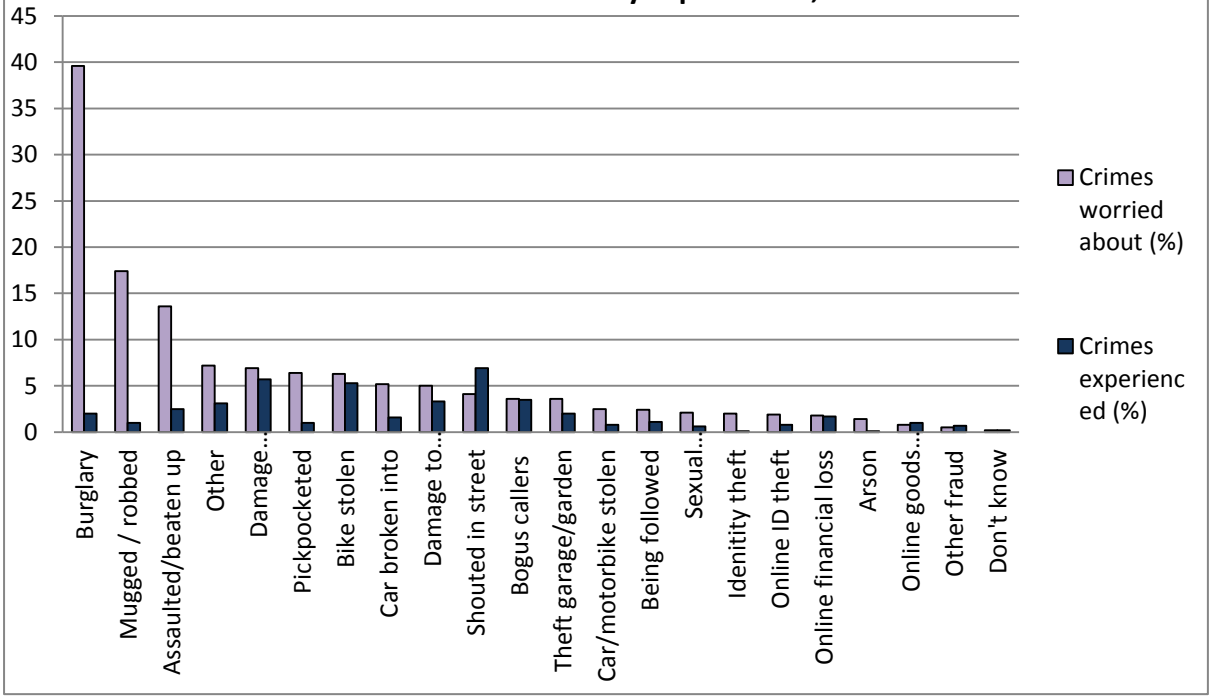
anonymous so there is no way of knowing whether some or all of these incidents were reported to the Hate crime team or police.[7]

What crimes are people worried about and experiencing?

Our results show a similar pattern to previous years: the top three most feared crimes were burglary (40%, n334), being mugged / robbed (17%, n147), and being assaulted / beaten up (14%, n115). People's worry about these crimes far exceeded the likelihood that they would experience them: burglary (2%, n17), being mugged / robbed (1%, n8) and being assaulted / beaten up (3%, n21) (see Figure 5 below).

These crimes can cause a great deal of emotional and/or physical harm and are often reported in the media, factors which are likely to have resulted in such a large difference between concern and experience.

Figure 5: Comparison between crimes which respondents were worried about and those actually experienced, 2014



However, there was not such a big gap between the worry and experience of other types of crime and therefore concern seemed to mirror experience in many cases. This is a different finding from previous surveys and is likely to be because respondents were not able to choose from a list of options when discussing the crimes that they felt worried about.

Where are the areas that people avoid or don't feel safe?

Over half of respondents (55%, n470) said that there were parts of Portsmouth that they felt frightened or avoided through fear of crime. This is less than in 2012 where 65% (n892) and the 2001-2008 surveys where approximately two thirds of respondents said that they would avoid at least one place in Portsmouth through fear of crime. The exception was the 2008

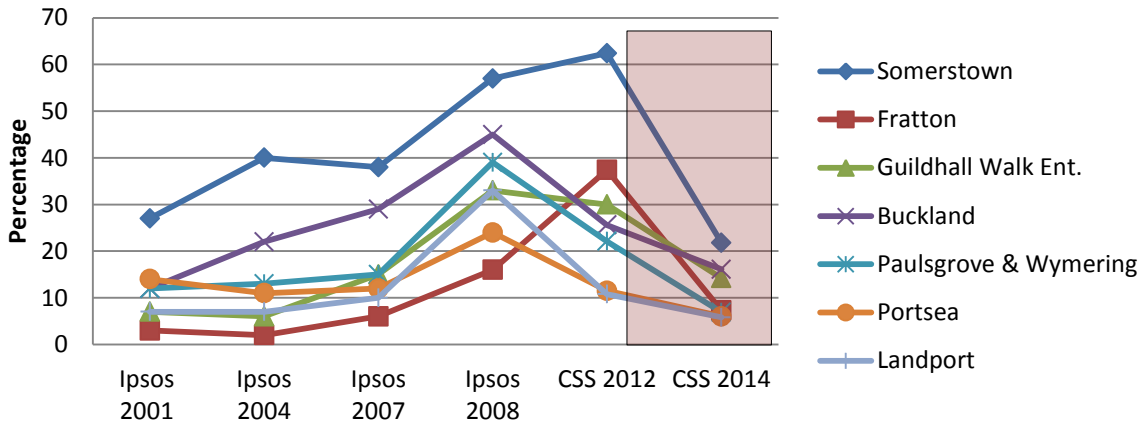
[7] Respondents were only asked whether they had reported crimes and not anti-social behaviour.

Ipsos Mori Place Survey, where just over 90% of respondents ticked at least one area that they felt fearful or avoided. Such a high level of reported avoidance is likely to be because that survey was an unsupervised self-completion questionnaire. In both 2008 and 2012, respondents were able to choose from a list of areas, which meant that areas may have been chosen as respondents recognised the locations as having a bad reputation rather than through a real concern. The 2014 survey hid the list from the respondent so that they were not inadvertently prompted into selecting areas they do not genuinely fear or avoid.

Females were more likely to report avoiding places than males.

Somerstown was the most common area where people felt fearful or avoided (22%, n184), followed by Buckland (16%, n136), Guildhall Walk (14%, n120) and Fratton (7%, n62) - see figure 6 below. This is a very similar pattern to previous years, with the exception of Fratton. A smaller proportion of respondents reported feeling frightened or avoiding Fratton than in 2012 (26%, n317), but it still ranked 4th, which is higher than 2001- 2008 where it ranked 7th.

Figure 6: Places avoided through fear of crime 2001 - 2014



Looking at Somerstown in detail, women were significantly more likely to avoid the area than men and so were 25-34 and 45-54 year olds. Residents of St Thomas ward (where Somerstown is situated) were slightly more likely to be fearful or avoid the area - which would seem to indicate that this fear is not just held by people who are unfamiliar with the area. There was no difference between BME and British white respondents.

Changes to the questions this year enabled a breakdown of reasons why areas were avoided or people were fearful.

The main reasons given for avoiding Somerstown were: bad reputation (n75), young people acting in a way that is intimidating (n22), young people hanging around (n20), knowing someone who has been harassed there (n15) and street drinking (n15).

Common concerns for Buckland were: bad reputation (n51), young people hanging around (n20), street drinking (n15) and drugs use (n11).

Main concerns for Guildhall walk were: street drinking (n45), bad reputation (n34) and young people hanging around (n20).

As for previous years, having a bad reputation was the main reason for avoiding areas in Portsmouth. This is an area that we could work to change as it is not based on factual information or experience.

Summary:

- The most commonly experienced types of anti-social behaviour were noise from domestic properties (noisy neighbours), litter, general noise in the street (shouting, music, skateboards etc), dog mess and street drinking.

- For most types of anti-social behaviour, concern was slightly higher than experience. This was not the case for domestic noise, harassment & bullying and bin bags being left out at the wrong time.

- BME respondents were more likely to report being concerned about and experiencing harassment & bullying than British white respondents.

- The top most feared crimes were burglary, being mugged / robbed and being assaulted, but only a small proportion of people actually experienced any of these crimes. This finding is consistent with previous surveys.

- Overall, the level of people avoiding or being fearful of some areas in Portsmouth has decreased since 2012. The areas that people fear or avoid have remained fairly constant - Somerstown, Buckland, Guildhall Walk and Fratton (although Fratton has dropped from ranking 2nd last year to 4th).

- The most common reason for avoiding all of these areas continues to be a bad reputation. However, this year we have further information about specific areas. Other main reasons for avoiding Somerstown included: young people acting in a way that is intimidating, knowing someone who has been harassed there and street drinking. Additional common concerns for Buckland were: young people hanging around, street drinking and drug use and for Guildhall Walk: street drinking and young people hanging around.

Appendix A

safer portsmouth partnership
reducing crime and substance misuse

Portsmouth Community Safety Survey

Do you live in the Portsmouth Area? ***(PO1,PO2,P03,PO4,PO5,P06)***

We are carrying out a survey for the Safer Portsmouth Partnership to find out residents views and experience of community safety.

We would like to ask your opinions about community safety in the area where you live and in Portsmouth as a whole. This will only take around 10 minutes of your time and we would really value your views.

All answers will be anonymous, but the overall picture we get will be used by the Partnership in planning for Community Safety, so your views are important to us.

Interview Schedule

Gender	Male 1		Female 2		Other 3	
Age	18-24(1)	25-34(2)	35-44(3)	45-54(4)	55-64(5)	65+(6)
Post code						

Ward

(Circle the relevant one)

Baffins 1	Central Southsea 2
Charles Dickens 3	Copnor 4
Cosham 5	Drayton & Farlington 6
Eastney & Craneswater 7	Fratton 8
Hilsea 9	Milton 10
Nelson 11	Paulsgrove 12
St Jude 13	St Thomas 14

Main Occupation

(Tick relevant one)

- Employee in full time job (30 hours plus a week) 1
- Employee in a part-time job (Under 30 hours a week) 2
- Self employed full or part-time 3
- On a Government supported training programme 4
- Full time education 5
- Unemployed & available for work 6
- Permanently sick/disabled 7
- Wholly retired from work 8
- Looking after the home 9
- Other 10

Ethnicity	**Choose one option that best describes your ethnic group or background?** ***(Show list—as recommended by ONS—tick relevant one)*** ***White*** **1. British / English / Welsh / Scottish / Northern Irish** **2. Irish** **3. Gypsy or Irish Traveller** **4. Any other White Background , please describe** ***Mixed / Multiple Ethnic Groups*** **5. White and Black Caribbean** **6. White and Black African** **7. White and Asian** **8. Any other Mixed / Multiple Ethnic background , please describe** ***Asian / Asian British*** **9. Indian** **10. Pakistani** **11. Bangladeshi** **12. Chinese** **13. Any other Asian background, please describe** ***Black / African / Caribbean / Black British*** **14. African** **15. Caribbean** **16. Any other Black background, please describe** ***Other Ethnic Group*** **17. Arab** **18. Any other ethnic group, please describe**

For the following statements, please could you indicate the extent to which you agree or disagree using the scale provided.

Q.1	The overall quality of my life in Portsmouth is very good.					
Strongly disagree	1	2	3	4	5	Strongly agree

Q.2	I feel part of the community in the area where I live (your neighbour-hood or street).					
Strongly disagree	1	2	3	4	5	Strongly agree

Q.3	Anti-social behaviour is a big problem in the area where I live.					
Strongly disagree	1	2	3	4	5	Strongly agree

Q.4 A	Thinking about anti-social behaviour, what types of behaviour , if any, are causing problems in your area? *(Do not show or read out the list, just clarify what they mean and put it in the most relevant box).*

Behaviour	Tick
NOISE – From domestic property (music, parties, people) -1	
NOISE — From commercial properties (industrial premises, shops etc.) -2	
NOISE — From licensed (pubs/clubs/bars) premises -3	
NOISE – General noise in the street -4	
NOISE — Traffic noise in the street or road -5	
ENVIRONMENTAL - Traffic issues e.g. using street as a rat run, cycling on pavement, etc.-6	
ENVIRONMENTAL — Litter and rubbish in the street -7	
ENVIRONMENTAL – Dog mess -8	
ENVIRONMENTAL—Bin bags left out (wrong day / time) -9	
ENVIRONMENTAL — Criminal damage/ graffiti -10	
GENERAL DISPUTE – Neighbour disputes / general disputes -11	
HARASSMENT / BULLYING / INTIMIDATION – Targeted behaviour including all discrimination and associated behaviours (racial, sexual orientation, religious etc.)-12	
ONLINE HARASSMENT / BULLYING / INTIMIDATION – Targeted behaviour including all discrimination and associated behaviours (racial, sexual orientation, religious etc.)-13	
GENERAL NUISANCE—People hanging around—14	
GENERAL NUISANCE – Begging—15	
GENERAL NUISANCE - Street drinking—16	
DRUGS— Using, possessing or supplying drugs—17	
ANIMALS —Dangerous/unsupervised/roaming dogs—18	
OTHER (Please specify)-19	
NONE - 20	
COMMENTS:	

Q.4B	What types of anti-social behaviour, if any, have you personally experienced or witnessed in your area in the last twelve months? *(Do not show or read out the list, just clarify what they mean and ask some detail around it).*

Behaviour	Tick
NOISE – From domestic property (music, parties, people) -1	
NOISE—From commercial properties (industrial premises, shops etc.)-2	
NOISE—From licensed (pubs/clubs/bars) premises -3	
NOISE – General noise in the street -4	
NOISE —Traffic noise in the street or road -5	
ENVIRONMENTAL—Traffic issues e.g. using street as a rat run, cycling on pavement, etc.-6	
ENVIRONMENTAL— Litter and rubbish in the street -7	
ENVIRONMENTAL – Dog mess -8	
ENVIRONMENTAL—Bin bags left out (wrong place / day) -9	
ENVIRONMENTAL—Criminal damage/ graffiti 10	
GENERAL DISPUTE – Neighbour disputes / general disputes.-11	
HARASSMENT / BULLYING / INTIMIDATION – Targeted behaviour including all discrimination and associated behaviours (racial, sexual orientation, religious etc.) -12	
ONLINE HARASSMENT / BULLYING / INTIMIDATION – Targeted behaviour including all dis-crimination and associated behaviours (racial, sexual orientation, religious etc.) -13	
GENERAL NUISANCE— People hanging around—14	
GENERAL NUISANCE – Begging—15	
GENERAL NUISANCE - Street drinking—16	
DRUGS— Using, possessing or supplying drugs—17	
ANIMALS—Dangerous/unsupervised/roaming dogs—18	
OTHER (Please specify) -19	
NONE - 20	
COMMENTS:	

Q.5 A	What types of crimes, if any, are you worried about happening to you,? *(Tick relevant boxes under Q.5A). Do not show/read out the list for Q.5A*

Crime	Q.5A	Q.5B	Police/None/ Other *(be specific)*
Your home being burgled -1			
Criminal damage to your home/garden -2			
Having things stolen from your garage/garden -3			
Having a car broken into -4			
Having a car or motorbike stolen -5			
Damage to your car or motorbike -6			
Having a bicycle stolen -7			
Being assaulted or beaten up-8			
Being mugged or robbed-9			
Street theft, such as being pickpocketed -10			
Being shouted at in the street-11			
Bogus callers at your door-12			
Being sexually assaulted or harassed-13			
Being followed by somebody-14			
Arson-15			
Identity theft-16			
ONLINE: Identity theft-17			
ONLINE: Financial loss by misuse of your credit card/debit card detail (fraud)-18			
ONLINE: Goods being purchased online and not being delivered /counterfeit/not as advertised-19			
Other Fraud-20			
Other – (Please specify) 21			
None of these-22			
Don't know-23			

Q.5 B	**Looking at the list above, which types of crime, if any, have actually happened to you in the last 12 months? *(Tick the relevant boxes under Q.5B). Can show list. If none experienced skip to Q.7.***
Q.5 C	**For the crimes that you experienced, which ones did you report to the police or other organisations? *(Specify who exactly e.g. police, housing authority, council, community wardens, Probation etc.).***
Q.6	***(If respondent did not report all crimes)* Why didn't you report all of the crimes? *Do not show or read out the list, just clarify what they mean and make a note of the relevant crime next to the reason.***

Reason	List relevant crime(s)
Incident was too trivial -1	
Nothing the authorities could do 2	
Did not wish to claim on the insurance -3	
Scared of reprisals -4	
Dealt with matter myself/ ourselves -5	
Private/family matter - 6	
Other…… (please specify) -7	
None of these -8	
Don't Know/ Can't remember -9	

Q.7	**Are there any parts or places in Portsmouth where you feel frightened or where you avoid going through fear of crime?**

YES - 1	NO - 2

Q.8 A	Where are these locations? Prompt about specific areas *(Do not show/read out the list or map unless they list an area that needs clarification– remember to list all places that are currently not on the list.*

Location	Tick	Specific location *(name of area in full)*
Buckland-1		
Commercial Road-2		
Copnor-3		
Cosham-4		
Drayton & Farlington –5		
Eastney & Craneswater-6		
Fratton-7		
Guildhall Walk entertainment area —8		
Gunwharf Quay—9		
Hilsea -10		
Landport-11		
Milton-12		
Old Portsmouth-13		
Paulsgrove & Wymering –14		
Port Solent -15		
Portsea -16		
Somerstown –17		
Southsea (generally) -18		
Stamshaw—19		
Tipner –20		
Other- (please specify)		

Q.8 B	Please choose up to 3 main places or parts of Portsmouth where you feel frightened or where you avoid going because of fear of crime?
1st	
2nd	
3rd	

Q.8 C	Thinking of these top three locations in turn, why do you feel frightened or avoid these locations? *(Tick the relevant boxes under each of the three locations). Enter the three locations in the numbered boxes. Do not show or read out the list.*

Reasons why	1st	2nd	3rd .....
Bad Reputation			
Know someone who has been harassed there			
Have been harassed there in the past			
Noisy area			
Problems with graffiti/vandalism			
Area run down– litter/abandoned vehicles			
Area badly lit			
Problem with drug use there			
Problems with stray dogs			
Disputes/arguments between neighbours/local residents			
Street drinking/drunks			
People begging			
Groups of young people 'hanging around'			
Groups of young people act in a way that is intimidating			
Other…			