

SECTION A – WE ARE LISTENING TO YOU!

We know that many of you in our communities have responded to a whole range of surveys in recent years, quite often including questions on crime and the fear of crime. These surveys have been carried out at neighbourhood, City and national levels. You have already told us a great deal about your feelings, perceptions, experiences and fears of crime. This section explores some of the key findings of what you have already told us.

THE LOCAL PICTURE

1. Efford Building Communities Initiative¹

This looked at drawing out local perceptions and experiences of physical environment, housing, health, young people, education, employment, training etc.

Areas of need highlighted included:

- Young people: negative perceptions, youth facilities, community safety, low aspirations.
- Health: lack of physical activity opportunities, alcohol and drugs misuse, mental health
- Green spaces: street scene issues

Every single person interviewed mentioned ‘youth issues’ as being important.

2. Neighbourhood Priorities Identified through the PACT² process, 2007

45 neighbourhood areas were asked for their top 3 concerns in 2007 as part of the PACT process. PACTs are the basis for setting local policing priorities and include a wide range of consultation approaches such as community meetings, surveys and street surgeries. The following issues were identified in 2007 (in rank order):

1. 33 neighbourhoods identified youth related anti-social behaviour
2. 20 neighbourhoods identified speeding/traffic problems
3. 13 neighbourhoods identified criminal damage/vandalism
4. 12 neighbourhoods identified a lack of police presence/high visibility policing
5. 10 neighbourhoods identified parking issues
6. 6 neighbourhoods identified young people and alcohol
7. 6 neighbourhoods identified litter
8. 4 neighbourhoods identified lack of youth provision
9. 3 neighbourhoods identified vehicle crime
10. 3 neighbourhoods identified damage to vehicles
11. 3 neighbourhoods identified noise/anti-social behaviour associated with licenses premises

A range of other issues identified by only one or two neighbourhoods including: issues around schools (out of hours), anti-social use of mini motos/mopeds/small-engined motor vehicles,

¹ Shillam Smith. Efford Building Communities Initiative Masterplan – Final Report – Part 2 for Plymouth City Council. 4th July 2007

² Partnerships and Communities Together – Annual/ongoing process

rough sleepers, shoplifting, CCTV, lighting, road safety, dog fouling, refuse/street collection issues and trespassing. The Police have commenced further PACTS for 2008.

3. Plymouth City Council "Quality of Life" Survey 2006³

This survey focused on the views of residents from priority areas (Stonehouse, North Prospect, Barne Barton) compared to views of residents in the rest of Plymouth. The survey asked about quality of life in Plymouth, levels of crime and anti-social behaviour and perceptions of safety in the City, perceptions of the effectiveness of the Police and the criminal justice system in Plymouth and levels of volunteering and community participation. Of the 5,000 surveys sent out on 16th November 2006, 1,661 valid replies were received - a response rate of 33.2 per cent.

Key findings were:

- The majority of Plymothians felt safe outside during the day and in their homes at night, but only around a third felt safe outside after dark.
- Respondents indicated that they felt more likely to become a victim of crime in the following year based on the levels of crime reported in the previous 12 months
- Respondents in the priority areas expressed higher concerns about crime than those from the rest of Plymouth. Respondents in North Prospect were most concerned about being burgled or mugged. Those in Barne Barton were additionally concerned about criminal damage and car crime. People from Barne Barton and North Prospect felt less safe outside during the day and night.
- Four times as many respondents thought they were fairly likely or very likely to be burgled in the next 12 months than compared to the year before.
- When asked what crimes respondents had experienced in the last 12 months, they were centred on criminal damage, vandalism and abuse rather than burglary.
- With regards confidence in criminal justice agencies, the Police ranked highest as the agency that had the confidence of over half of the respondents.
- The results showed that 'young people hanging around' and 'parent's not taking responsibility for their children' were considered the most pressing concerns. The results did not determine whether a lack of parental control and young people hanging around were in fact the root cause of anti-social behaviour.
- A third of respondents thought that drug dealing/use were 'serious problems' in their local area and a quarter of respondents thought that people being drunk and rowdy was a serious problem.
- Most people did not feel particularly well informed about what was being done in their local areas to tackle anti-social behaviour.
- 75 per cent of respondents agreed that people from different backgrounds got on well together and 45 per cent felt that Plymouth was a place where residents respected ethnic differences between people.

Demographic differences:

- People under 35, along with people over 75 were most concerned about crime and were most likely to feel unsafe outside after dark and in their homes after dark. They also expressed the most concern that they might become the victim of burglary, car crime and mugging.
- Women were more concerned about their safety after dark than men but showed little difference in their concerns about other crimes.
- Women were more confident in the Police than men.

³ Plymouth City Council and 'Marketing Means' survey, Conducted in November and December 2006

Interestingly these correlate with patterns found nationally in the British Crime Survey (BCS)

4. Plymouth City Council BVPI (Best Value Performance Indicator) General User Satisfaction Survey 2006/7⁴

Unlike the “Quality of Life” survey which was targeted at priority areas of Plymouth, this was conducted as a postal survey of 6,000 residents between June and November 2006.

Key findings were:

- When asked “*which of the following would you say are most important in making somewhere a good place to live?*” 762 respondents (62 per cent) cited “crime level” as the most important. The second most important was “clean Streets”, followed by ‘affordable housing’.
- When asked “*thinking about this local area, which of these things (if any) do you think need most improving*” out of 20 options, the top 3 selected were “activities for teenagers” (46 per cent of respondents), “clean streets” (34 per cent of respondents) and “crime level” (33 per cent of respondents). Only 4 per cent of respondents felt that “race relations” needed improving.
- When asked “*when thinking about this area, how much of a problem do you think are the following*” and asked to respond either ‘a very big problem?’ or ‘a fairly big problem?’, when analysed and combining the results showed the following in rank order:
 - 1) Parents not responsible (58.5 per cent)
 - 2) Teenagers on streets (53.7 per cent)
 - 3) Rubbish (48.9 per cent)
 - 4) Not treating others with respect (43.6 per cent)
 - 5) Vandalism, Graffiti, etc (37 per cent)
 - 6) Using or dealing drugs (35.5 per cent)
 - 7) Drunk and rowdy people (29.8 per cent)
 - 8) Noisy neighbours (17.1 per cent)
 - 9) Abandoned/burned out vehicles (7.9 per cent)
- When asked “*to what extent do you think your local council is working to make the area safe*” of the 1,165 respondents, 509 answered “to some extent” the majority of whom were between the ages of 35 and 74. Only 118 respondents answered ‘not at all’, interestingly, the majority there were 35 and 74.
- When asked “*is there anything else you would like to add?*” some comments included:



“Kids every night at the end of the road so afraid to go out, where are the police?”

“I think that instead of blaming teenagers for everything, people should try to understand and help them, as there is nothing out there for them to do.”

“Strong police visibility because of youngsters who have nowhere to go.”

⁴ Plymouth City Council and ‘Marketing Means’ survey, Postal Survey conducted between 19th June 2006 and 3rd November 2006

“Anti-social behaviour is a very huge problem”

“Dogs mess is a big problem in some areas, especially parks. Space for youngsters to play in is limited in built-up areas, and the parks are not safe.”



“Generally, I like where I live, but we do get a lot of youngsters, 10-15 year olds, hanging around the streets. Our two cars have been damaged and sometimes we feel quite threatened.”

“I would emphasis that the level of litter, anti-social behaviour and vandalism, linked to alcohol consumption in Mutley Plain/Hyde Park area, seems to have become a greater issue in the last three years.”



“We live in a world of fear/terrorists/burglaries/thieves/ violence/cruelty/dishonesty – try to make the world a better place for the future of our grandchildren and great grandchildren and all peoples throughout the world”

“Why spend a lot of our money on glass bus shelters that are always being vandalised?”

“Ask the questions, listen to the citizens, the people you are there to represent. Carry out the most basic functions of our mandate; cleanliness, juvenile respect/crime, caring management for citizens, especially senior citizens.”



“Crime is rising in local area, car vandalism/theft etc. Too many gangs of ‘yobs’ hanging around the streets very intimidating. Need more police around, lots of unreported crime as nothing is done. Think parents should be fined/held accountable.”

5. Neighbourhood Management Public conducted in July 2006 in North Prospect (Ham Ward) and Stonehouse (St Peter & the Waterfront Ward)

A standard set of questions were asked in a survey conducted by the Neighbourhood Management Teams of Stonehouse and North Prospect in relation to crime, community safety and neighbourhood policing in July 2006.

The following were some key findings and comparisons based on the responses of both areas:

The main similarities:

- Nearly half of respondents in both areas felt either ‘fairly safe’ or ‘very safe’ walking alone in their area at night. With only just over a quarter of respondents who felt ‘very unsafe’.
- Both areas responded similarly to either being fairly worried, or not very worried about being physically attacked, with only a slightly bigger percentage in North Prospect who were ‘fairly worried’.
- When asked how big a problem was racially motivated attack, both areas responded that it was ‘not a big problem’.

- When asked “what is the single biggest problem?’ both North Prospect and Stonehouse responded that ‘alcohol related disorder’ was their biggest (23 per cent of respondents in both areas).
- When asked ‘how has the crime rate changed?’ a majority of respondents in both areas felt that levels were ‘about the same’.
- When asked ‘on what do you base your level of confidence?’ the majority of both areas based this on ‘media (TV, radio, newspaper etc).

The main differences:

- Respondents in North Prospect were more worried about their house being broken into than respondents in Stonehouse.
- Respondents in North Prospect were considerably more worried about being mugged or robbed than respondents in Stonehouse.
- Respondents in North Prospect were considerably more worried about their car being stolen in North Prospect than in Stonehouse, a majority of whom were not very worried.
- Nearly 80 per cent of respondents in North Prospect were very or fairly worried about being a victim of crime in general, as opposed to only 42 per cent in Stonehouse.
- Over 60 per cent of respondents in Stonehouse felt that drugs were either a fairly big or very big problem as opposed to only 34 per cent in North Prospect.
- Over 60 per cent of respondents in Stonehouse felt that alcohol related disorder was either a fairly big or very big problem as opposed to only 26 per cent in North Prospect.
- When asked ‘how confident would you feel reporting crime’, 50 per cent of Stonehouse respondents were ‘fairly confident’ whereas 50 per cent of North Prospect respondents were ‘not very confident’.
- Stonehouse respondents were ‘fairly confident’ in acting as a witness (44 per cent) whereas in North Prospect, nearly 50 per cent of respondents were ‘not very confident’.

6. Plymouth BCU Public Surveys 2007/08

Plymouth BCU⁵ has a performance target for 2008/09 to reach a 40 per cent level for the public who agree that the police are dealing with anti-social behaviour and crime that matter in this area.

A key aim of the introduction of neighbourhood policing was to improve the public’s confidence in the police especially in relation to activity within their local community. In 2007/08 Plymouth BCU had a performance target to support this aim, namely to increase by 3 per cent the public who agreed that the police are dealing with things that matter to people in the community.

Plymouth achieved this target, moving from 31 per cent result in 2006/07 to a 35 per cent result in 2007/08, a rise of 4 per cent. This measure was based on the results of the public surveys carried out by the Force.

The Force carries out 3 public surveys each year, with approx. 6,000 responses received for Devon and Cornwall in 2007/08. The Plymouth city area received just over 1,500 responses, representing only 1 per cent of the total residential population. This is a relatively small sample but should still provide an indication of the general public opinions about the policing of Plymouth.

⁵ BCU – Basic Command Unit

Some key findings of the 2007/08 survey (based on whole City results) included:

When asked about whether the Police were dealing with the things that matter most to the community, responses showed:

- 32 per cent of males surveyed agreed the police dealt with the things that matter to the community, with little variation in results by age up to 74 years old (between 28 and 35 per cent), but then over 74 year olds had higher positive response at 44 per cent.
- 39 per cent of females surveyed agreed the police dealt with the things that matter to the community, with results improving from 32 per cent for 25 to 34 year olds, to 39 per cent for 64 to 74 year olds and up to 55 per cent for 75 + year olds.

When asked about whether the Police understood the issues that affect the community the responses showed:

- 43 per cent of males surveyed agreed the police understood the issues affecting the community, with little variation in results by age up to 74 year old (between 38 and 45 per cent), but then over 74 year olds had higher positive response at 51 per cent.
- 50 per cent of females surveyed agreed the police understood the issues affecting the community, with the lowest response in the 25 to 34 year old range of females at 41 per cent.

When asked about overall confidence with the service provided the responses showed:

- 39 per cent of males surveyed agreed they had overall confidence with the service provided. Little variation up to 74 year old, however those 75 years and over are more satisfied at 54 per cent.
- 46 per cent of females surveyed agreed they had overall confidence with the service provided. Little variation up to 74 year old, however those 75 years and over are more confident at 60 per cent.

(The worst group for confidence was males aged 25 to 34 years, at only 31 per cent, with the second worst group being females aged between 25 and 34, at 40 per cent having overall confidence.)

The public survey provided a list of 13 problems against which responders were asked whether they were a 'big problem' in their local area 'not a big problem' or 'no problem at all'.

There were 4 problems which were common across the City:

- Speeding traffic
- Dangerously parked cars
- Teenagers hanging around
- Rubbish & litter

These almost mirrored the priorities identified through the neighbourhood based PACT process where almost every neighbourhood identified youth anti-social behaviour or lack of youth facilities as a priority.

Some key recommendations were identified including:

- To identify ways to expand the number of 16 to 24 year olds included in future surveys or to carry out separate surveys specifically aimed at this age range.
- Identify changes that could be made to try and increase the number of BME responders to provide a better sample either within the regular public surveys or through other methods.
- That the 'big problem' results are used to inform the PACT process and neighbourhood engagement with their communities through neighbourhood teams.

7. TellUs2 Survey (Ofsted)⁶ – Spring 2007 – City of Plymouth

The first national survey of its kind, the TellUs2 survey found that young people are overwhelmingly healthy, sporting, community-minded and conscientious about school.

But it also revealed concerns about bullying, a desire for better advice on careers, sex and relationships - and claims of cigarette, alcohol and drugs use among a minority.

This survey asked children aged between 10-15 in England how they view their lives and how good local authorities are at providing children's services. More than 111,000 children took part in the survey nationally, which ran from 24 April to 14 June across 141 local authorities.

Her Majesty's Chief Inspector of Education, Children's Services and Skills, Christine Gilbert said: 'Ofsted puts children and young people at the heart of our inspection processes. This survey was developed to help make things better for them by listening to what they have to say and encouraging providers to act upon it. We now urge policy makers, local authorities and schools to look hard at the findings and use them to influence their plans and actions. The survey presents much that is positive about life for children and young people today. However, it is also clear that more needs to be done to address children and young people's worries and concerns about how safe they feel; about exams and tests; and about what would help them learn better and where they need to go for help when they have a problem.'

A sample of schools were selected within each Local Authority, and respondents were mainly from Years 6, 8 and 10 (some questions were only asked of secondary school children, Years 8 and 10 only).

Some key findings at Local Authority level ⁷ for Plymouth showed:

- When asked "Have you ever had an alcoholic drink – a whole drink, not just a sip?" 31 per cent said 'No'. 56 per cent said 'Yes' and 14 per cent preferred not to say. The percentage that said 'Yes' was higher than the national percentage of 48 per cent.
- When asked "Which of these drugs, if any, have you taken in the last four weeks (Year 8 & 10 Only)?" 79 per cent said "I have never taken any drugs", 7 per cent said "I haven't taken any drugs in the last four weeks", 9 per cent responded to having taken "Cannabis" and 4 per cent responded to having taken "Other Drugs (eg Cocaine, LSD, Ecstasy, Heroin, Speed, magic mushrooms)". There was very little difference between this and the national percentage.
- 37 per cent of (Year 8 & 10 Only) respondents said they needed either more or better information and advice on Drugs.
- 27 per cent of (Year 8 & 10 Only) responded said they needed either more or better information on Alcohol.
- For those who had received information on Drugs (Year 8 & 10 only) agreed it was "good enough".
- For those who had received information on Alcohol (Year 8 & 10 only), 73 per cent agreed it was "good enough".

⁶

<http://www.ofsted.gov.uk/portal/site/Internet/menuitem.75d4ee5e2788f064728a0d8308c08a0c/?vgnextoid=3d34f7a157346110VgnVCM1000003507640aRCRD>

⁷ <http://www.ofsted.gov.uk/reports/localauthorities>

- When asked “Which of the following things, if any, do you worry about the most?” the results showed that 25 per cent worried about “Being Bullied”. 28 per cent worried about “Getting into trouble”. 30 per cent worried about “My parents or family” and 32 per cent worried about “My future”.
- On the whole a majority of respondents indicated they felt “Very/Quite Safe” from being hurt by other people. Of those who felt “A bit/Very Unsafe”, the main concerns were “around the local area” and “on public transport”.

THE NATIONAL PICTURE

“Engaging Communities in Fighting Crime” Crime and Communities Review – Louise Casey, Cabinet Office, June 2008⁸

This document looked at crime, justice and community involvement and has looked at what more can be done to improve the ways that crime fighting agencies and the public can work together to reduce crime. It also looked in detail at what influences people’s fears and concerns about crime. It conducted a range of surveys including analysing 1,502 responses to a public ‘Have Your Say’ questionnaire.

It reviewed a range of existing crime-related surveys along with surveys with representative samples of the general public, ‘Have Your Say’ discussion events with community activists, a postal survey of community activists, an online survey of criminal justice service staff and qualitative group discussions with members of the public. The total number of respondents nationally was 14,478

Plymouth participated in this directly through meetings with anti-social behaviour practitioners, and the Chief Constable of Devon and Cornwall and wide circulation of the ‘Have Your Say’ survey.

Ten key facts from the review:

- 55 per cent of the public say crime is the most important issue facing Britain today.
- Only 33 per cent of the public are confident that the Criminal Justice System meets the needs of victims, but 79 per cent agree it respects the rights of offenders.
- 73 per cent of the public say that hearing about someone being a victim of crime in their local area affects their feelings of safety and makes them cautious, angry and sad.
- 91 per cent of the public think the basic approaches and standards of service delivered by the Police should be the same wherever they live.
- Better parenting is the top thing (58 per cent) the public say would do most to reduce crime and 58 per cent of the public think that Friday night is the most important time for youth facilities to be available.
- 90 per cent of respondents to the review think the public are not told enough about what happens to those who have committed crime.
- When asked what is the most important issue facing Britain on crime, the top answer from the public (29 per cent) is that sentences are too lenient.
- 90 per cent of the public agree that community punishments for crime should involve some form of payback to the community.
- When asked who they would trust as a source for national statistics on crime, the top answer from the public (48 per cent) was an independent watchdog.

⁸ http://news.bbc.co.uk/1/shared/bsp/hi/pdfs/18_06_08_caseyreport.pdf

- 75 per cent of the public are prepared to play an active role in tackling crime.

Some other findings in the review included:

When asked “*what more do the public think is needed?*” the most frequently mentioned response by respondents in the Have your Say questionnaire was:

- Protection from intimidation or reprisal
- Better support for victims and witnesses
- More opportunities for anonymous or confidential reporting
- More assurance that action will be taken as a result of coming forward
- Greater demonstration of justice being done (and being seen to be done).

The top 10 policing approaches the public said they want to see are:

1. A service that takes action
2. A visible, uniformed police presence
3. PCSOs⁹ who are clearly distinguishable as part of the police service
4. Named contacts
5. Face-to-face access
6. Continuity in the local policing team
7. A better service for victims
8. Sensitivity over reporting
9. Good engagement with the community
10. Clear leadership from the police on crime

Directly responding to what local people say they want, Councils throughout the country and across the political spectrum have given increasingly high priority to tackling crime and anti-social behaviour in recent years and the local cabinet portfolio for crime is seen as hugely important.

Since 2002 a wider range of enforcement and support has been used to tackle anti-social behaviour and its causes in the form of increasing use of for example Acceptable Behaviour Contracts, Dispersal Powers, Anti-Social Behaviour Orders, Evictions for Anti-Social Behaviour, Crack House Closures and Parenting Orders. In the same period the number of staff employed within Councils and dedicated to tackling anti-social behaviour has more than doubled.

The public want to hear about what happens to people who break the law, which would assist the public in feeling more reassured in policing and the criminal justice system. And when asked what more the public wanted from the justice system to improve their confidence and engagement there were four top approaches identified:

- Punishment that fits the crime
- Payback
- Justice seen to be done
- A system that is on the side of the public.

With regards crime measures, according to the British Crime Survey, crime peaked in the mid-1990s before falling steadily and remaining stable in the last few years. Overall crime measured by the BCS has fallen by 42 per cent since 1995, equating to some 8,000,000

⁹ PCSOs – Police Community Support Officers

fewer crimes. Crime types such as violent crime, vehicle crime and domestic burglary have all decreased in this period. BCS figures also place the risk of being a victim of crime as lower than at any time since the survey began in 1981.

Despite this, the public have lost trust in official statistics on crime, and they don't feel they are given enough local information about crime. This may make it more likely that the public will continue to hold negative views, about the level of crime or the amount of action being taken to tackle it.

When asked how members of the public determined whether crime was going up or down, most referred to what they saw or experienced locally or to what they read or saw in the media. Only 3 people out of the 1,502 'Have Your Say' respondents said they relied on published statistics as the source for their views.



One 'Have Your Say' respondent said *"Even if you haven't experienced crime, the media can still make you fearful and worried about crime going up"*

Another said, *"People are infected with fear by media and TV news, crime figures mean very little"*

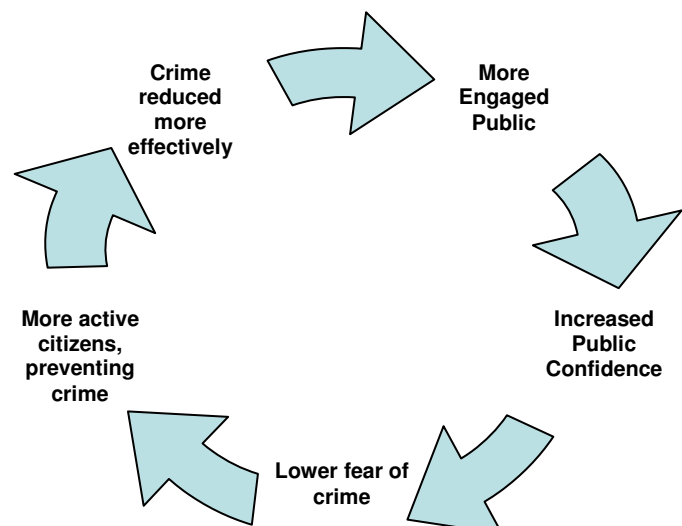
Top approaches to crime information that the public want were:

- Information about action
- Straight facts
- Practical information
- Information from a variety of sources
- Local information
- Regular information

Home Office BCS analysis shows that people who think crime is increasing in the country as a whole are more likely to be older, read tabloid newspapers, have low qualifications, have low confidence that the criminal justice system is effective at reducing crime and be worried about being attacked by a stranger. Additionally, people who think crime is increasing in the local area are more like to have been a victim in the last 12 months, live in deprived areas, have low qualifications, live in London, perceive high levels of anti-social behaviour in their area and have low confidence that the Criminal Justice system is effective at reducing crime.

An Ipsos MORI survey found that feeling informed about how anti-social behaviour is being tackled is strongly related to confidence in the Police.

The diagram (right) shows a proposed model of engagement and involvement that could lead to increased public confidence, lower fear of crime, more active citizens and crime reduced more effectively.



Some of the activities that the public might be willing to undertake to help tackle crime included: checking on vulnerable/elderly neighbours, joining Neighbourhood Watch Schemes, helping run activities for young people, attending meetings with the police to help set priorities, helping out at community and parenting groups, helping provide support to victims of crime and lastly, helping out in schemes to help offenders avoid crime.

One survey found that crime was the issue which most people would like to have greater involvement. During the review, an overwhelming majority of the public were positive about the 'citizen role'. Five key things that individuals could do in a 'Citizen Role' might include:

- Report Crime
- Take personal responsibility
- Be good parents
- Be neighbourly
- Play an active part in your community

And finally, in exploring the evidence relating to factors that have an impact on public perceptions of crime a summary of the conclusions of the review included:

- According to the best available measures, crime has fallen over the last decade, yet when asked, a majority of the public still believe that crime has been increasing.
- The public tend to perceive crime to be increasing nationally more than they do locally.
- Worry about crime is strongly related to age, gender and ethnicity factors, but also perceived risk and signs of disorder in a local area.
- People living in deprived areas tend to experience crime more, perceive more crime and anti-social behaviour and have lower confidence in local criminal justice.
- Evidence suggests that improving perceptions will require a locally-focused, accessible, visible and meaningful response to crime that the public understand and feel connected to.

THE NEW PLACE SURVEY

In the Autumn of 2008, it is anticipated that Plymouth will conduct its first Place Survey under Department for Communities and Local Government criteria. This will replace the Best Value User Satisfaction Survey.

We will be able to use the results of this survey during the first annual review of this Partnership Plan in 2009. For more information on this survey, please go to <http://www.communities.gov.uk/publications/localgovernment/newplacesurvey>

SECTION B – PRIORITIES

This section outlines a brief ‘story of place’ for each of our priorities. These are summaries from our 2007 Strategic Assessment’s in-depth analysis, and describe what we understand about these crimes in our City. The CDRP has agreed a series of Actions which flow from these priorities, and these are shown in **Section C**.