

# LAA Baseline Survey February 2007

## Summary Report.

### Background.

The survey was carried out in February 2007 in order to obtain baseline information from which to set targets for the Local area Agreement. The method used was a postal survey to 15,000 households randomly across three key areas; Non Neighbourhood Renewal (CO), Neighbourhood Renewal (NRF), and the 3% most deprived Super Output Areas in the borough (SOA). The overall response rate was 16.8% with just over 2520 responses. The confidence interval for the survey as a whole was +/-1.6% at the 95% confidence level. This means that for the whole survey we can be 95% confident that results are accurate within the range of +/- 1.6%.

The returns from the three key areas worked out as follows:

- CO - 1066, confidence interval - +/-1.8%
- NRF - 855, confidence interval - +/-2%
- SOA - 612, confidence interval - +/-2.6%

These returns give a good degree of accuracy across each section of the survey.

### Demographics.

The breakdown of responses in terms of demography follows under each of the key headings.

#### Ethnicity.

87% of respondents considered themselves White British, and 1.5% White Irish. 7% of respondents had an Asian background and 1.3% Chinese, 1% were from a Black Caribbean, British or African background.

#### Age.

Apart from those under 30 years old (9.7%), and those over 71 years (12.2%) other age groups were reasonably evenly split, 14.2% of 31 to 40 year olds to the highest group 51 to 60 year olds at 21.5%.

#### Work Status.

35.6% of respondents were in full time employment, 11.3% in part time employment and 9% were unemployed. 30.5% stated that they were fully retired from work due to age and 11.6% due to ill health.

#### Annual Income.

In terms of income, the higher the income, the lower the number of responses to the survey, this would be expected as high earners are in the minority in society. 35.5% earned up to £10,000 a year, 34.3% £10,000 to £20,000, 15.8% £20,000 to £30,000, 7.2% £30,000 to £40,000 and the remainder earned above this level.

#### Gender.

Of those who answered the question about gender, 1,034 were men and 1,413 were women.

## Disability

Nearly one third (31%) of respondents considered they had a disabling condition that affected their daily life.

## Weighting.

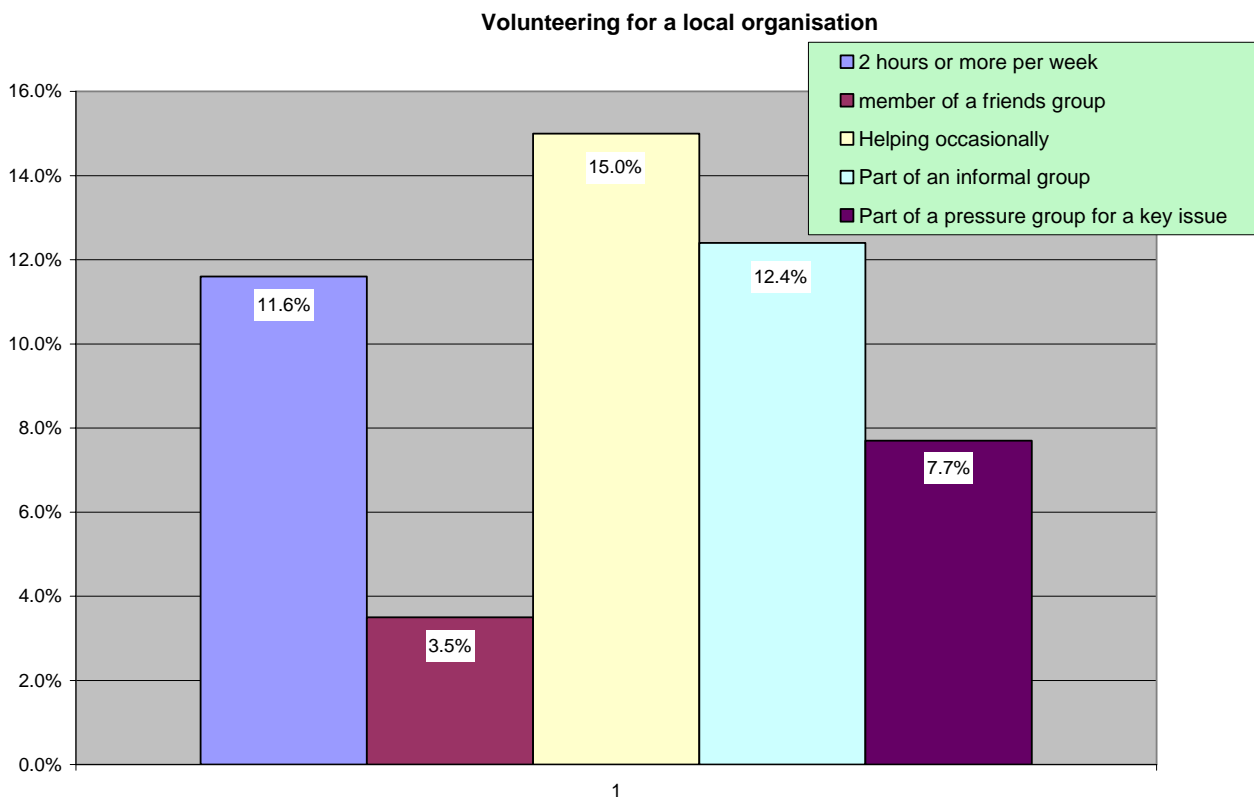
The data in this survey has not been weighted and therefore some groups may be over or under represented as is normal with a postal survey. Weighting data makes assumptions about the way individuals from a particular group may respond, it has been decided to use this data as it stands. This does not significantly affect the results.

## The Survey.

The survey was split into different sections relevant to the Local Area Agreement, a summary of results in each area follows.

## Volunteering.

Residents were asked if they worked on a voluntary basis in a variety of different situations. The chart below shows the results.



The most popular form of volunteering is to help an organisation occasionally (15%), followed by being part of an informal community group (12.4%) and giving 2 hours or more per week to a local organisation (11.6%). Looking at each of the three key groups, volunteering is slightly higher for the three most popular forms of volunteering in the control set than the other two

groups, however the SOA group volunteer more as part of an informal community group or helping occasionally then the NRF group. See Below.

	Base number	Overall percentage	CO %age	NRF %age	SOA %age
Worked on a voluntary basis - helping an organisation occasionally - yes	2192	15	16.4	13.2	15.1
Worked on a voluntary basis - part of informal community group - yes	2211	12.4	13.1	11.7	12.3

### Your Area.

Residents were asked if they felt they could influence decisions in their own area. Just over a fifth of respondents agreed that they could (22.1%), while 43.8% felt they could not influence decisions in their area. There was a definite relationship between the different survey areas. As the table below shows, those from SOA and NRF areas had a more positive view.

Statement / question	Base number	Overall percentage	CO %age	NRF %age	SOA %age
I can influence decisions affecting my local area - those agreeing	2354	22.3	18.7	23.7	27
My local area is a place where people from different backgrounds get on well together - those agreeing	2390	41	38.4	42.9	42.7

This is also the case when asked whether they felt their local area was a place where people from different backgrounds could get on well together. (see table above). This could show a positive effect of Neighbourhood Renewal where neighbourhood action plans have been put in place with the help of residents. However one must also consider that it could be a negative response from the residents of the control areas who may have felt they were missing out.

The key message either way is that at best less than a third of residents felt they could influence decisions in their area and less than half agreed that their area was a place where people from different backgrounds could get on well together.

It should also be noted that in both cases above over a third of respondents had no particular view either way.

Residents were asked how satisfied they were with their local area as a place to live. Nearly two thirds overall (60.4%) agreed that they were satisfied with their local area. Just over a quarter of residents were dissatisfied. Satisfaction was significantly higher in the control area than the other two areas, (68.8% in the CO area, and 54.7% and 53.5% in the NRF and SOA respectively).

When asked if their area had got better or worse in the last two years, only 10.1% overall felt it had got better compared to 48.5% who felt it had got worse. When looking at the three key areas separately there is once more a notable difference with the SOA areas being significantly more positive.

Base number 2496	Better	Worse	Stayed the same
Overall	10.1%	48.5%	36.5%
Control	4.8%	52.1%	39.4%
NRF	9.9%	49.4%	36.4%
SOA	19.9%	40.7%	31.6%

This may again point to the success of Neighbourhood Renewal in the SOA areas but one must also question expectations. Do those living in more affluent areas expect more from their area and therefore are more disappointed by outcomes. Once more the overall trend is disturbing, regardless of Neighbourhood Renewal and other local initiatives, at the most positive only 20% of residents think their area has improved and at the worst only 4.8%.

Residents were asked how attached they felt to certain geographical areas. Overall 77.2% felt at least some attachment to their street, this was followed by, 74% to their local area, 73% to Lancashire, the strongest attachment from residents was to England (86%). The least attachment was felt to the borough (52.5%) and Greater Manchester (48.5%) both of which are seen, by some at least, to be artificially created areas.

### The make up of, and contacts within local areas.

Residents were asked about the make up of their area in terms of ethnicity, social background and age.

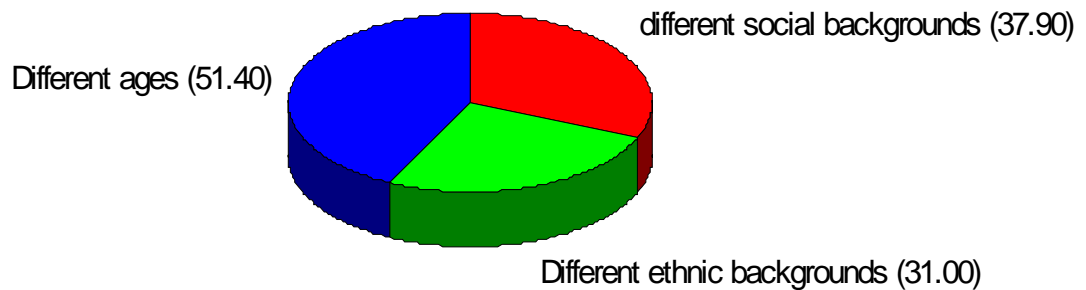
Statement / question	Base number	Overall %age	CO %age	NRF %age	SOA %age
Local area ethnic make up - <b>many different ethnic backgrounds</b> - yes	2507	21.8	14.4	24.6	31
Local area ethnic make up - <b>mainly one ethnic background but with a small number of people from other backgrounds</b> - yes	2507	49.6	54.7	47.4	43.6
Local area ethnic make up - <b>people from just one ethnic background</b> - yes	2508	11.7	14.7	11.1	7
Local area ethnic make up - <b>don't really know</b> - yes	2507	18.3	17.5	18.5	19.6
Local area social background - <b>many different social backgrounds</b> - yes	2507	24.7	22	25.5	28.5
Local area social make up - <b>mainly one social background but with a small number of people from other backgrounds</b> - yes	2508	47.7	51.2	46.1	43.7
Local area social make up - <b>people from just one social background</b> - yes	2507	10.6	12.5	9.2	9.2

Statement / question	Base number	Overall %age	CO %age	NRF %age	SOA %age
Local area social make up - <b>really don't know</b> - yes	2506	17.3	14.7	19.5	18.8

The table above shows that in terms of ethnicity and social background more respondents felt that their area was made up of mainly people from one ethnic or social background. In both cases there appear to be more people from different backgrounds in the NRF areas and more so in the SOA areas. This might be expected as both the NRF and SOA represent deprived areas and many of our residents from minority ethnic and social groups live in some of the more deprived areas of the borough.

A series of questions were asked about cohesion and respect. Residents were asked if they felt people from different backgrounds and ages got on well together. The following chart shows the overall results. In each case the chart shows the percentage who felt that groups got on well together.

### Groups get on well together



A majority of residents felt that people of different ages got on well together, however less than one third of residents overall (31%) felt that those from different ethnic backgrounds got on well together. It should be noted however that 45.4% of residents did not express a view either way and this may reflect the sensitivity of the issue and a reluctance to state a preference.

Statement / question	Base number	Overall %age	CO %age	NRF %age	SOA %age
People from different social backgrounds get on well together - agree / strongly agree	2473	37.9	40.5	37	34.5
People from different ethnic backgrounds get on well together - agree / strongly agree	2446	31	28.7	32.5	33.1
People from different ages get on well together - agree / strongly agree	2477	51.4	57	49.4	44.3

The table above is interesting. If one looks at social background and age the most positive response is from CO residents and the least from SOA, however in terms of ethnicity the trend is reversed. As it is more likely that some SOA areas have a diverse ethnic mix, are the views from residents in these areas based on experience while the views of others may be viewed more as perception.

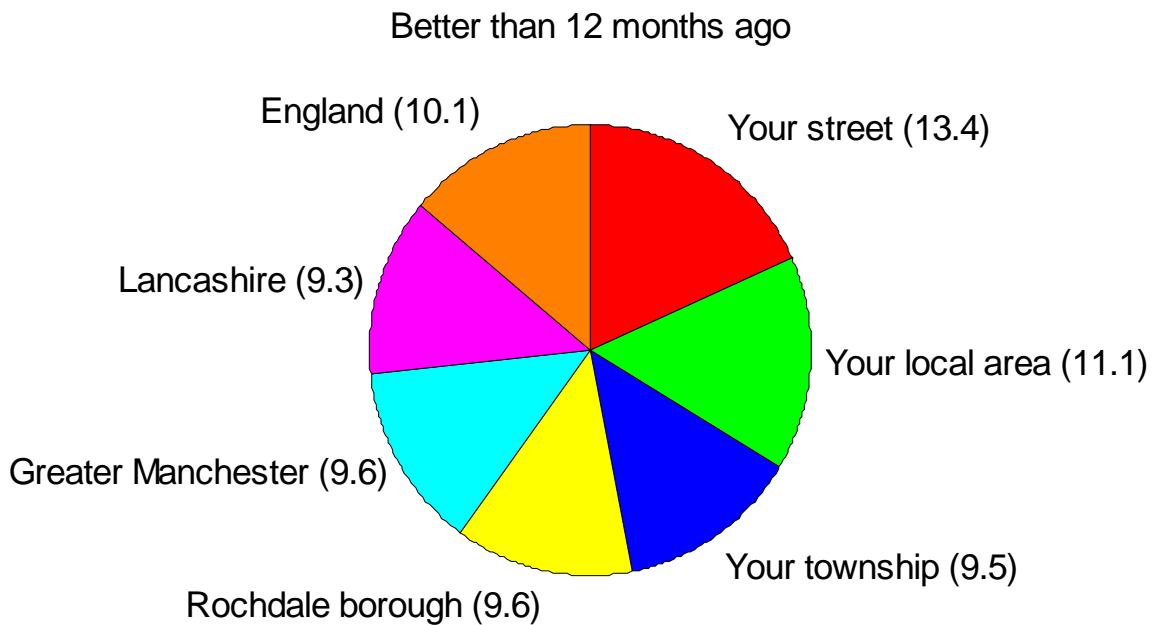
The next set of questions focused on the issue of respect. Respondents were asked if they felt people from different backgrounds respected each other, could be trusted and were willing to help each other. The table below shows the results across each group.

Statement / question	Base number	Overall %age	CO %age	NRF %age	SOA %age
People in my area from all ethnic backgrounds have respect for each other and each others property - agree / strongly agree	2443	30.9	33.6	30.6	26.8
People in my area from all social backgrounds have respect for each other and each others property - agree / strongly agree	2459	31.3	35.9	29.8	25.3
People in my area from all ages have respect for each other and each others property - agree / strongly agree	2460	30.7	34.4	28.5	27.3
People in my local area trust each other - agree / strongly agree	2462	29.6	35.5	28.6	20.6
People in my local area are willing to help each other - agree / strongly agree	2465	43.7	48.5	43.8	35.1
I have many friends in my local area	2472	57.3	60.8	55.9	53.2
I do not think it is possible for people from different ethnic backgrounds to get on well together - agree / strongly agree	2457	16.8	15.8	17.6	17.4
I do not think it is possible for people from different social backgrounds to get on well together - agree / strongly agree	2462	13.2	11.2	14.5	14.9
Having a mix of people from different backgrounds makes my local area a more enjoyable place to live - agree / strongly agree	2468	24	21.5	25	27.1

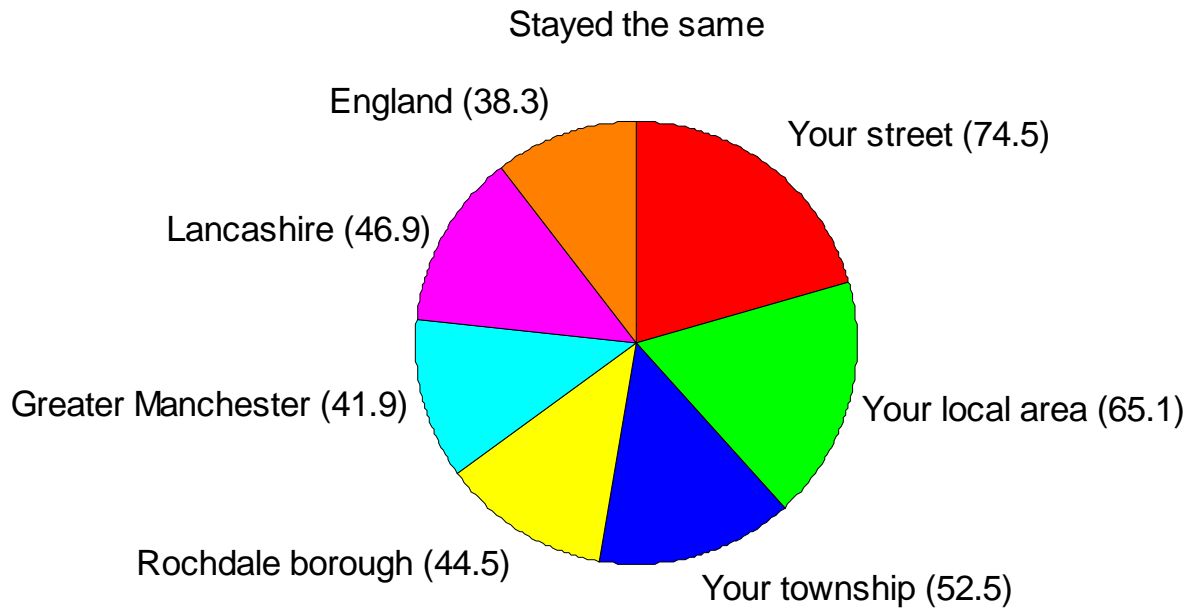
Between a quarter and a third of all groups felt people from different ethnic backgrounds had respect for each other, which broadly reflects the answer people from different ethnic backgrounds getting on well together. The difference in this case being that the most positive view comes from CO residents (33.6%) as compared with SOA respondents (26.8%).

Around 40% of respondents overall felt people in their area were willing to help each other, the most positive view once more coming from the CO group. 57% overall said they had friends in their local area, the most positive view again from the CO group, although a substantial number from the SOA group also agreed (53.2%), with the NRF group in the middle. Few people felt having a mix of people from different backgrounds made their local area a more enjoyable place to live, the most positive response being from the SOA group (27.1%).

Respondents were asked if they felt relationships between people from different ethnic backgrounds had got better or worse in the last 12 months in a number of situations. The chart below shows the responses for the whole survey.



As can be seen very few people believe relationships have got better in the last 12 months. However if we look at a similar chart showing those who feel things have remained the same a different picture emerges.



Many more people believe that though things have not got better, nor have they got worse. If both figures are looked at together the picture is more positive with the large majority of respondents at least believing things have not got any worse. When looking at the individual key areas the result is more positive in the SOA areas than in the CO areas. This may be once more that some SOA areas have a more cosmopolitan community and responses are based on experience rather than perception.

**Are relationships between people from different ethnic backgrounds better or worse than 12 months ago - your street**

Base number 2266	Much / slightly Better	About the same	Much / slightly worse
Overall	13.4	74.5	12.1
Control	8.1	82.2	9.6
NRF	16.9	69.1	14
SOA	17	69.6	13.3

**Are relationships between people from different ethnic backgrounds better or worse than 12 months ago - your local area.**

Base number 2294	Much / slightly Better	About the same	Much / slightly worse
Overall	11.1	65.1	23.8
Control	6.4	69.9	23.6
NRF	13.7	61.1	25.2
SOA	15.2	62.7	21.7

**Are relationships between people from different ethnic backgrounds better or worse than 12 months ago - your township**

Base number 2257	Much / slightly Better	About the same	Much / slightly worse
Overall	9.5	52.5	38
Control	6	53.4	40.6
NRF	10.3	51.6	38
SOA	14.5	52.5	33

**Are relationships between people from different ethnic backgrounds better or worse than 12 months ago - in the borough of Rochdale**

Base number 2281	Much / slightly Better	About the same	Much / slightly worse
Overall	9.6	44.5	45.8
Control	6.4	43.5	59
NRF	10.9	43	46.2
SOA	13.6	48.3	37.9

**Are relationships between people from different ethnic backgrounds better or worse than 12 months ago - Greater Manchester**

Base number 2249	Much / slightly Better	About the same	Much / slightly worse
Overall	9.6	41.9	48.4
Control	6.3	39.3	54.1
NRF	11.3	41.7	47
SOA	13.1	46.7	39.1

**Are relationships between people from different ethnic backgrounds better or worse than 12 months ago - Lancashire**

Base number 2229	Much / slightly Better	About the same	Much / slightly worse
Overall	9.3	46.9	43.8
Control	7.1	44.2	48.7
NRF	9.8	47.7	42.5
SOA	12.7	50.7	36.7

## Are relationships between people from different ethnic backgrounds better or worse than 12 months ago - England

Base number 2272	Much / slightly Better	About the same	Much / slightly worse
Overall	10.1	38.3	51.5
Control	7.3	35.7	56.9
NRF	11	39.4	49.6
SOA	13.7	41.5	44.8

Another interesting point is the rise in the figure for relationships getting worse further away from the respondents local area. Why would a respondent think relationships were not too bad in their own area and yet believe they were worse as the area moved further from their own locality. One reason may be that perceptions of wider areas were based on media reports which tend to focus on key incidents either good or bad while not reporting on the norm.

The final questions in this section were focused on tension between groups. The table on the following page details the responses to this from each key area.

Statement / question	Base number	Overall %age	CO %age	NRF %age	SOA %age
Tension between different groups - age - little or no tension	2457	36.8	38.9	37.9	31.7
Tension between different groups - ethnic background - little or no tension	2390	32	33.8	33.5	26.6
Tension between different groups - social background - little or no tension	2401	37.7	42.2	36.6	31.3

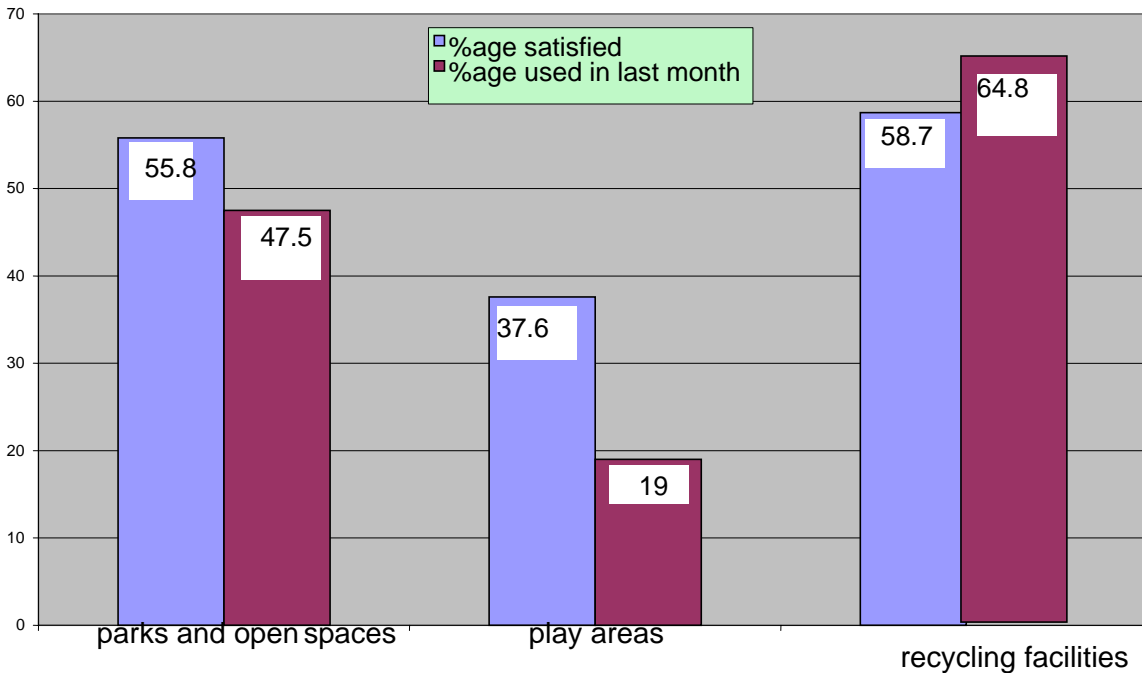
Overall around a third of respondents felt there was little or no tension between different groups. In each case the view was more positive in the CO area than the NRF and the NRF more positive than the SOA group.

### The Environment.

Respondents were asked a series of questions about the use of some services linked to the environment and provided by the Council. When asked about their satisfaction with the way the Council keeps land clear of litter and refuse, overall 38.8% said they were very or fairly satisfied. Satisfaction was higher in the SOA areas (41.7%) than in the CO areas (37.3%).

Respondents were then asked about how often they used and how satisfied they were with three particular services; parks and open spaces, recycling and play areas. The chart below highlights the results.

### satisfaction v usage in last month



The chart shows that although 37.6% were satisfied with play areas, only 19% had actually used them in the last month. In some ways this is to be expected as only those respondents with children, or who care for children, are likely to use play areas. In the other cases just over half of respondents are satisfied with the service. Those from the CO areas are consistently more satisfied with each of the services, usage is also higher among those from the CO group.

When asked about improvements to services the picture was not particularly positive as shown by the table below.

Issue	Overall %age	Control %age	NRF %age	SOA %age
<b>%age saying service has improved in last three years – local recycling facilities</b>	42	44	44.2	35.2
<b>%age saying service has improved in last three years – doorstep collection of items for recycling</b>	38.5	44.7	37.1	29.5
<b>%age saying service has improved in last three years – cleanliness of streets</b>	16.4	13.2	15.7	23.2
<b>%age saying service has improved in last three years – local tips / recycling centres</b>	28.4	29.8	29.9	23.6
<b>%age saying service has improved in last three years – parks and open spaces</b>	18.9	22.7	14.4	18.7

The table shows that in four out of five cases the CO areas are more positive about improvements than the SOA areas, however this is reversed for cleanliness of the streets, where the SOA areas are significantly more positive. This may be that some of the quick wins from Neighbourhood Action Plans have included initiatives to clean areas such as providing skips for rubbish.

## Crime and Safety.

This is a key issue for residents and formed a major part of the survey and some of the results are very interesting when comparing NRF and non NRF areas. The first group of questions were about personal safety when out and about in the borough.

Issue	Overall %age	Control %age	NRF %age	SOA %age
<b>Feel safe walking alone in my local area (safe/fairly safe) – during daytime</b>	88.2	93.6	85.4	82.6
<b>Feel safe walking alone in my local area(safe/fairly safe) - after dark</b>	37	43.6	32.1	32.1
<b>Feel safe walking alone in my local area(safe/fairly safe) - on the streets of the borough</b>	37.5	37.9	34.9	32.1
<b>Feel safe walking alone in my local area (safe/fairly safe) – parks and open spaces</b>	27.3	31.5	22.8	26.3
<b>Do you think the borough is a safe place to live, %age yes</b>	51.6	54.2	51.8	46.6

Overall respondents felt safe walking in their local area during daytime (88.2%), but a significantly higher percentage from the CO group felt safe (93.6% v 82.6%). As might be expected significantly fewer respondents felt safe walking alone at night, the overall figure was 37% feeling safe but only 32% in NRF and SOA areas. Fewer still people said they felt safe in the borough's parks and open spaces, only 27% overall. Once again the figure is higher in the CO areas but still only 31%. This figure may have influenced the response to the question about usage of parks above, it is not surprising that only 47.5% said they had used the parks when safety in the parks was such a concern. Overall just over half of respondents felt that the borough was a safe place to live, once more this figure is highest in the CO areas and lowest in the SOA. Given that SOA areas are the most deprived in the borough and therefore may have the more significant problems this response is not surprising.

The greatest fears are of:

- ☞ People drinking in the street – 73.9%
- ☞ People using or dealing drugs – 73.1%
- ☞ Peoples property being damaged – 72.6%
- ☞ Vandalism etc to property other than their own – 72.4%
- ☞ Their home broken into – 72%

Those crimes least worried about are ;

- ☞ Violence in the home from a partner, relative etc. – 9.7%
- ☞ Being physically assaulted because of skin colour or religion... – 37.6%
- ☞ Being verbally abused because of skin colour or religion... - 39.1%

For each of the most feared crimes, fears are greater in the SOA areas and least in the CO areas. The responses appear to support the idea that crime is of greater concern in the more deprived areas of the borough and therefore this should be where the greatest crime prevention initiative should be taken.

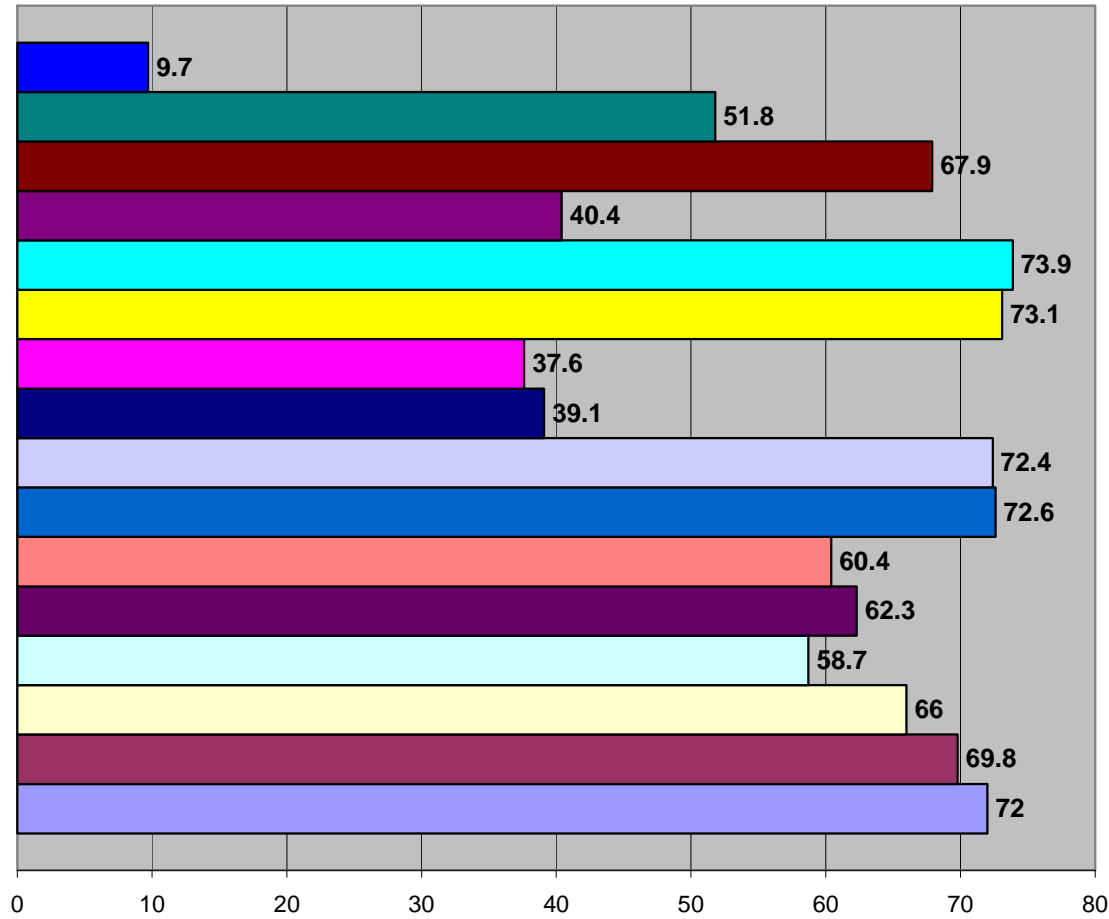
Issue	Overall figure	Control	NRF	SOA
<b>How worried are you about experiencing this crime in your neighbourhood (very / fairly worried) – people using or dealing drugs</b>	73.1	67.1	76.2	79.3
<b>How worried are you about experiencing this crime in your neighbourhood (very / fairly worried) – people drinking in the street</b>	73.9	71.7	73.7	77.9
<b>How worried are you about experiencing this crime in your neighbourhood (very / fairly worried) – having your property damaged</b>	72.6	66.9	76.3	77.4
<b>How worried are you about experiencing this crime in your neighbourhood (very / fairly worried) – vandalism, etc to property other than your own</b>	72.4	68.4	71.7	80.3
<b>How worried are you about experiencing this crime in your neighbourhood (very / fairly worried) – having your home broken into</b>	72	68.7	73.9	75

The three crimes feared most could be categorised as anti social or indirect rather than crimes carried out directly on the victim or the victims property, though these too concern over 50% of respondents.

Linked to this bank of questions respondents were asked if they had experienced any of the same list of crimes. The charts on the next two pages shows the overall results for fear and experience, the tables below show the key responses for each group.

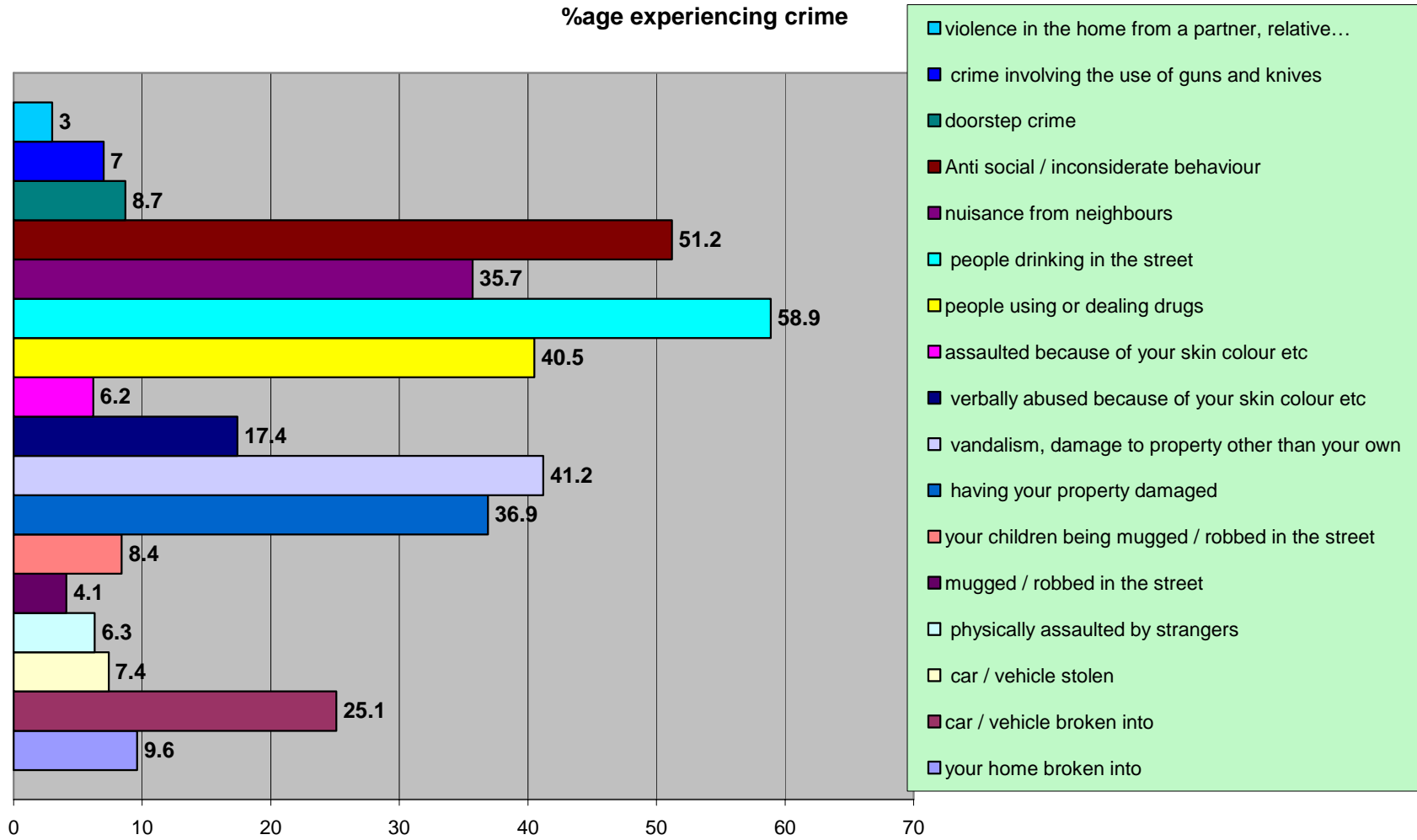
Issue	Overall figure	Control	NRF	SOA
<b>Have you experienced this crime in the last two years (%age yes) – people drinking in the street</b>	58.9	56.9	58.6	63
<b>Have you experienced this crime in the last two years (%age yes) – Anti social / inconsiderate behaviour</b>	51.2	49.6	50.9	54.6
<b>Have you experienced this crime in the last two years (%age yes) – vandalism, damage to property other than your own</b>	41.2	40.2	40.1	44.7
<b>Have you experienced this crime in the last two years (%age yes) – people using or dealing drugs</b>	40.5	32.8	43.5	50.3
<b>Have you experienced this crime in the last two years (%age yes) – having your property damaged</b>	36.9	31.8	41.4	39.7
<b>Have you experienced this crime in the last two years (%age yes) – nuisance from neighbours</b>	35.7	28.2	38	46

### %age worried about a crime



- violence in the home, from a partner...
- Doorstep crime
- anti social / inconsiderate behaviour
- nuisance from neighbours
- people drinking in the street
- people using or dealing drugs
- physically assaulted because of your skin colour, religion...
- verbally abused because of skin colour, religion...
- vandalism, etc to property other than your own
- your property damaged
- your children being mugged / robbed in the street
- mugged / robbed in the street
- physically assaulted by strangers
- car / vehicle stolen
- car / vehicle broken into
- home broken into

%age experiencing crime



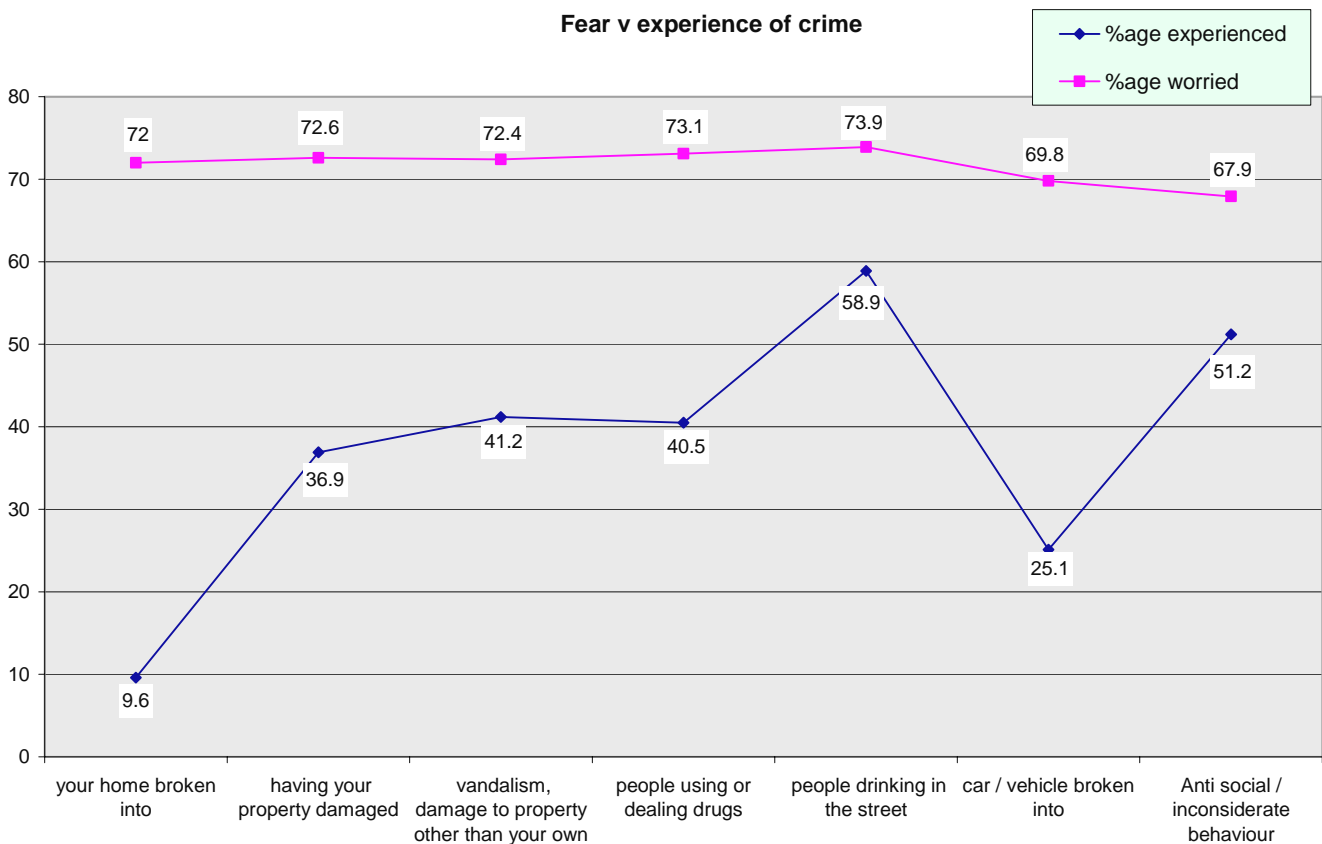
In each case above reported experience of a crime is higher in the SOA areas apart from damage to property which was more prevalent in NRF areas. The CO areas reported the lowest incidence of experience of crime in each case. One might expect this picture given the perceived problems in the most deprived areas of the borough.

As with worry of crime the actual experience is greater for what might be called anti social / indirect crime rather than that perpetrated on a person or their property. The only direct crime with an incidence over 35% is having your own property damaged. It would be worth considering further (possibly through focus groups) what respondents actually mean by “experienced this crime”. Is witnessing somebody drinking in the street experience of the crime, is seeing someone appearing to deal drugs an experience of the crime?

The crimes least experienced were:

- ☞ Violence in the home from a partner, relative etc. – 3%
- ☞ Being mugged / robbed in the street – 4.1%
- ☞ Assaulted because of skin colour etc. – 6.2%
- ☞ Physically assaulted by strangers – 6.3%

Each of these crimes is linked, at least in part, to physical violence and to individuals rather than their property and would seem to indicate that violent crime is actually low. If you compare the crimes most feared to those experienced, the following picture emerges.



The chart above indicates that incidences of actual experience of crime are far different from the amount of worry about crime. This has been the case each time these questions have been used. This raises a significant concern, dealing with and changing perceptions is far more difficult than dealing with actual occurrence because the root cause is difficult to determine.

Respondents were asked if they had experienced a crime who had they reported it to. Not surprisingly most respondents had reported the incident to the police (44.2%), followed by friends and family (21.6%). Just over one fifth of respondents (22.3%) were happy with the way their situation was dealt with.

Respondents were asked about their perceptions of the criminal justice system. The following table shows the responses.

Issue	Overall figure	Control	NRF	SOA
<b>The criminal justice system (%age confident) – is effective in bringing those who commit crime to justice</b>	18.2	16.9	21.9	26.8
<b>The criminal justice system (%age confident) – meets the needs of victims of crime</b>	13.9	13.6	15.8	20.6
<b>The criminal justice system (%age confident) – respects the rights of those accused of committing a crime</b>	34.3	49.7	43.4	42.4
<b>The criminal justice system (%age confident) – is effective in reducing crime</b>	12.4	11	15.8	18.4
<b>The criminal justice system (%age confident) – meets the needs of witnesses</b>	17	17.2	19.5	22.5
<b>The criminal justice system (%age confident) – deals with cases promptly and efficiently</b>	14.9	13.5	18.9	19.9
<b>The criminal justice system (%age confident) – is effective dealing with young people accused of crime</b>	11.2	9.6	14.7	18.1

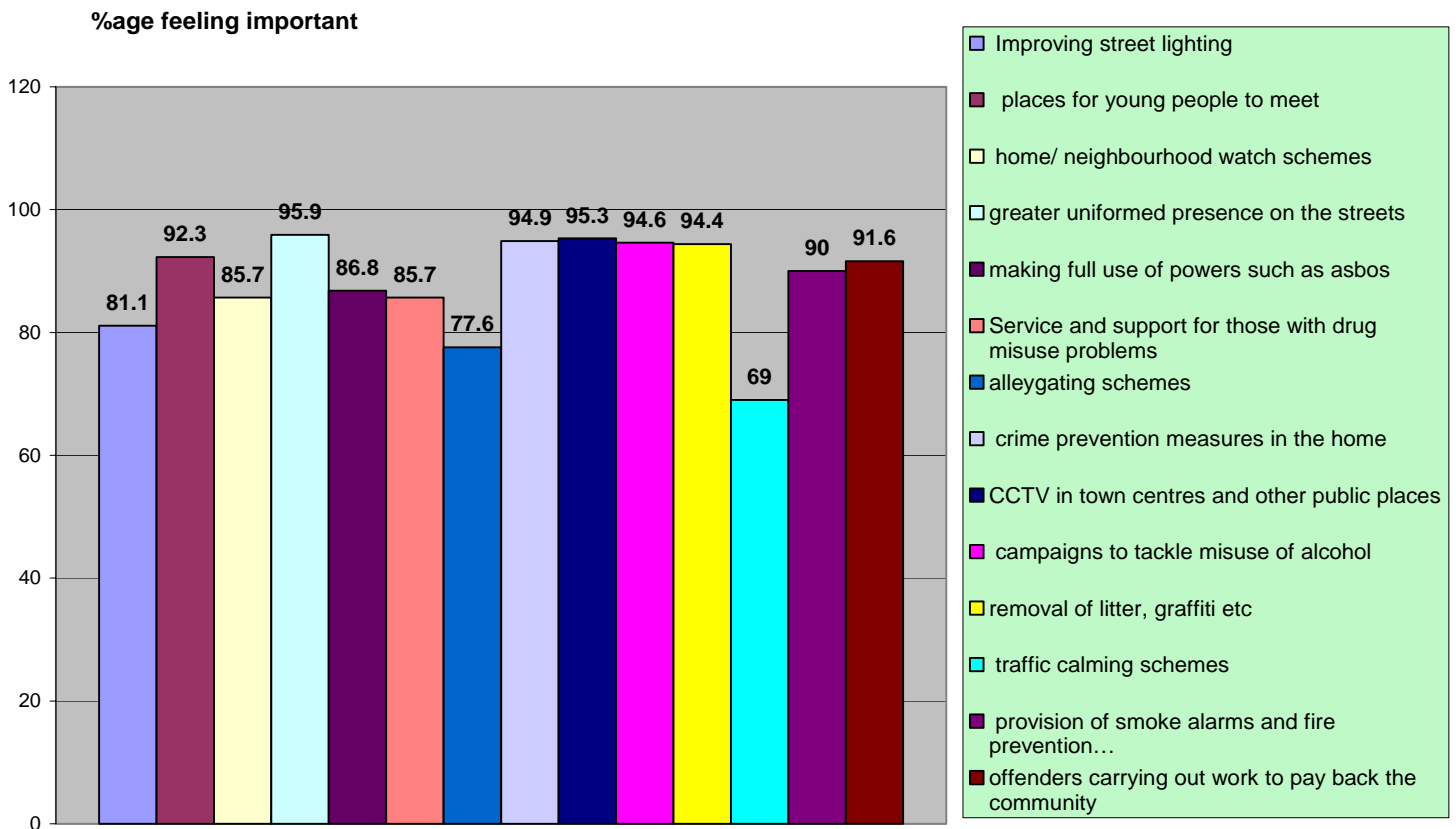
Except for respecting those accused of crime, there is a definite trend in responses. In each other case the SOA areas are more confident in the justice system. The one exception is in dealing with those accused of committing the crime. Not only is the CO area more confident that this happens, this category is also the highest rated by all groups ( by at least 16 points over any other) and may suggest that, in the eyes of residents, the system favours the criminal rather than the victim.

Respondents were asked if they felt there was more or less crime than there was two years ago.

Issue	Overall figure	Control	NRF	SOA
<b>Is there more or less crime locally and nationally than there was two years ago (%age a lot / a little more) - locally</b>	63.3	65.2	62.5	61
<b>Is there more or less crime locally and nationally than there was two years ago (%age a lot / a little more) - nationally</b>	76.4	77.8	77.1	72.8

Over two thirds of each group felt there was more crime locally (63.3% average) and three quarters nationally (76.4% average). If experience of crime is markedly lower than worries about crime one must question why do respondents believe crime has increased. The issue would once again benefit from more in depth examination possibly in the form of focus groups.

The final bank of questions asked about the importance of local schemes to tackle crime and community safety. The following chart details the overall results.



As might be expected from this type of question, most respondents believe every initiative would be important. The lowest rating is for traffic calming schemes which are unpopular with a lot of people for reasons other than related to crime. Alley gating schemes are less popular than other initiatives. Given the numerous schemes of this sort in the borough this response may be considered as an indicator that such schemes are not as popular with residents as previously thought.

Responses from the individual sample areas do not show any particular trends with this bank of questions.

This report is a summary of key results, complete tables can be obtained from Phil Burton, Principal Community Affairs officer in the Community Affairs Team, tel. 01706925605 or e mail phil.burton@rochdale.gov.uk.